

POSITION DESCRIPTION

POSITION TITLE:	SERVICE DEVELOPMENT MANAGER
INCUMBENT	NONE
REPORT TO:	GENERAL MANAGER, STRATEGY AND DELIVERY
DIRECT REPORTS:	NIL
DATE:	JUNE 2022

THE ENVIRONMENT

1. Background and Business Environment

Transport Certification Australia (TCA) is a national government body responsible for providing assurance in the use of telematics and related intelligent technologies, to support the current and emerging needs of Australian Governments.

TCA's mission is to provide assurance to governments, industry sectors and end-users in the use of telematics and related intelligent technologies to enable improved surface transport outcomes in productivity, safety and efficiency to be realised.

TCA provides three broad categories of service, providing opportunities to realise positive outcomes through the deployment of telematics and related intelligent technologies:

- Advice founded on a demonstrated capability to design and deploy operational systems and services as enablers for reform
- Accreditation in the type-approval and certification of systems and services that give confidence to all stakeholders
- Administration of programs for, and on behalf of Members and other relevant stakeholders.

TCA upholds and promotes the principles of the Policy Framework for Intelligent Transport Systems in Australia, which has been endorsed by Australian Governments.

2. Our People

TCA promotes a culture of professionalism, innovation and integrity, with a commitment to accountability, quality and excellence in the delivery of all TCA programs and services.

We recognise the unique skills and abilities of each individual, who come from a wide range of disciplines and backgrounds, to become a vital element of the TCA team.

We support our people through ongoing development and learning opportunities and create a supportive team environment for all our staff. We strive to be an employer of choice.

TCA welcomes the opportunity to work with enthusiastic and committed people interested in what is an emerging area of strategic interest for Australian governments and other stakeholders.

THE ROLE

3. Purpose of the Role

Reporting to the General Manager Strategy and Delivery, the Service Development Manager is responsible for leading the business case development, feasibility assessment and prioritisation of new or enhanced services being sought from TCA.

4. Major Responsibilities / Accountabilities

- Lead the management of a roadmap to guide and prioritise new and enhanced services across the enterprise.
- Work with key personnel across the enterprise to inform the development of business case development, feasibility assessments and the prioritisation of new or enhanced services.
- Anticipate the needs of customers and stakeholders by mapping trends and identifying emerging user requirements which can be offered by TCA by maintaining a service development roadmap.
- Work collaboratively with internal and external stakeholders to define the operating model for new services to inform feasibility assessments and business case analysis.
- Translate the needs of external customers and stakeholders into written documents which can be understood at an executive level, which encompass the quantification of costs and benefits, timing, resource requirements, constraints and risks.
- Lead the preparation formalised business cases which encapsulates the scope, costs, benefits and overall feasibility of new service proposal, to enable informed decisions to be made about the prioritisation to implement a new service at an executive level.
- Maintain business oversight of new services during to identify future enhancements and developments based on stakeholder needs.
- Maintain strong, collaborative and transparent relationships with other key personnel across TCA and Austroads to ensure an integrated end-to-end approach to service development, service delivery and operations.
- Exercise diligence in the discharge of the responsibilities of this role and make decisions that adhere with the requirements outlined in the Delegations of Authority.
- Maintain and adhere to Quality Systems processes and procedures associated with this role.

5. Key Stakeholder Interfaces

Internal

- GM Strategy and Delivery
- Executive General Manager
- Chief Data & Technology Officer
- GM Operations
- Strategic Development Manager
- Business Integration Manager

External

- Austroads members
- Local governments
- National Heavy Vehicle Regulator (NHVR)

- Peak bodies and industry associations
- Other users who seek to utilise TCA services.

THE PERSON

6. Qualifications, Knowledge and Experience

- Proven experience working in product management or product development roles, or similar.
- Extensive experience in the preparation of written documentation, business cases and proposals.
- High-level analytical and conceptual skills.
- Excellent written and verbal communication skills, with the ability to foster strong working relationships across different stakeholders.
- Experience in managing competing priorities and demands, and negotiation skills.
- Qualifications in business, policy, administration or similar or the equivalent work experience.
- Strong computer skills in the Microsoft Office suite, including Outlook, Word, Excel, Powerpoint and Sharepoint. Ability to quickly acquire knowledge about new software applications that have been developed for in-house use within TCA.
- Experience in working across government, industry stakeholders and the technology sector is desirable.

7. Personal Qualities

- Demonstrated ability to operate effectively in both strategic and operational environments simultaneously.
- Demonstrated ability to autonomously lead business case development, perform revenue projections, and to assess the feasibility of proposals from an enterprise-wide perspective.
- Adaptability and ability to work effectively in an environment with high degrees of complexity, fluidity and change.
- Flexibility and ability to successfully manage competing priorities in a time-critical and demanding environment.
- Demonstrated ability to communicate effectively to influence and effect change.