



Position Description

Position title:	Registry Support Officer
Entity:	Austroads
Group:	Service Delivery
Job Type:	Full time
Location:	Austroads Sydney office
Reports to:	National Temporary Traffic Management Operations Manager
Responsible GM:	General Manager Service Delivery
Direct reports:	Nil
Date reviewed:	October 2024

Organisational Context

Austroads is the association of Australian and New Zealand transport agencies.

We provide authoritative, practical and impartial advice, information, tools and services to help our members to deliver safe, efficient and reliable mobility to their customers.

We also deliver value to a range of other key stakeholders across government, industry and communities, where there is a demonstrated societal benefit to do so.

Austroads comprises several business activities, including the core Austroads work program, the National Exchange of Vehicle and Driver Information System (NEVDIS), and Transport Certification Australia (TCA).

Our teams are located across Australia and New Zealand. We work in an integrated and collaborative way, along with external consultancies and other partners, to ensure our products and services are delivered successfully and maximise value.

Austroads promotes a culture of professionalism, innovation, and integrity, with a commitment to accountability, quality, and excellence in the delivery of all of our programs and services. Austroads values continuous improvement, and all staff are expected to engage in their work in a spirit of curiosity, collaboration, and proactivity.

We recognise the unique skills and abilities of each individual, who come from a wide range of disciplines and backgrounds. 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.

Austroads takes inclusion and diversity seriously. We embrace difference and diversity of identity, experience and thought, and actively strive for inclusive behaviours across our company and our work.

The Role

Team Purpose

The Service Delivery team provides Austroads established products with a strong focus on functionality and sustained excellence. Effective service delivery is underpinned by a team of professionals who are responsive to the needs of Austroads members and other users of our services. We are proactive in communicating our Service Delivery priorities and plans, and we strive to continuously improve our services and add value for our members.

Position Purpose

The Registry Support Officer will provide administrative and general project support to ensure successful completion and delivery of the Temporary Traffic Management harmonisation program.

The building of the registry system has commenced recently. The Registry Support Officer will provide first line support to internal and external stakeholders accessing and/or using the TTM Registry System.

Following the initial implementation and as more Austroads programs are supported by the registry system, the Registry Support Officer will be expected to provide support to those programs as well.

Major Responsibilities/ Accountabilities

The role is responsible for:

- Registry System Pre-build:
 - Providing administrative support functions during implementation of the Registry System.
 - Oversighting administrative tasks including providing support for meetings, compilation and distribution of agenda papers, minute/note taking and follow-up actions.

- Registry System Post-build:
 - Providing a support and help desk facility to prospective and existing users of the TTM Registry System.
 - Responding to queries and providing support to the TTM Registry users both external and internal, including elevating issues to the external maintenance provider for the TTM Registry System.
 - Identifying and documenting issues and recommending enhancements to the TTM Registry System.
 - Providing support and help desk facility to additional programs as the Registry System expands to support further Austroads' programs.

- General:
 - Supporting the National Temporary Traffic Management Operations Manager in operational processes for the National Harmonisation of Temporary Traffic Management Practice.
 - Providing administrative support for meetings, including compilation and distribution of agenda papers, minute/note taking and follow-up actions.
 - Invoice management.
 - Managing the interim IT and Finance processes for TTM Operations.
 - Contributing to continuous improvement, identifying ways to enhance value for our members and the public.
 - Maintaining and adhering to Quality Systems processes and procedures associated with the role.
 - Developing and maintaining relationships with Austroads members and key stakeholders.
 - Other duties as directed.

Key Stakeholder Interfaces

Internal

- General Manager Service Delivery
- National Temporary Traffic Management Operations Manager
- Project Manager Austroads IT Registry System
- TTM Team
- Austroads IT team

External

- Registered Training Organisations/Approved Training Organisations
- Australian Road Authorities and Jurisdictions
- Consultants
- Temporary Traffic Management Technical Reference Group
- ATP groups (state and national)
- Temporary Traffic Management National Operations Group

The Person

Qualifications, Knowledge, and Experience

The Austroads IT Registry Officer will possess:

- A relevant qualification or experience in program administration, user support, or program role in being the front-line contact person to a major initiative which is operationally supported by an IT system
- Effective communication (oral and written) and interpersonal skills with the ability to work with and manage stakeholders of all levels of complexity
- Demonstrated experience applying analytical and problem-solving skills to achieve positive outcomes
- Excellent written and oral communications
- Experience managing and working to multiple deadlines
- Experience in similar roles and settings would be highly regarded

Personal Qualities

The incumbent will need to present a professional image and build a strong relationships. Specifically, the role requires:

- A service focused approach
- Sound judgement and problem-solving ability
- Strong networking and teamworking skill
- Strong attention to detail
- Commitment to ongoing professional development and learning
- Professional ethics and integrity
- Comfort working in an environment which is constantly evolving

Capability Profile

Flexibility and Adaptability	Adjusts approach in line with changing priorities. Is open to acquiring and developing skills and knowledge, adapts to new ways of working or organise work to deliver results.	Foundation
Critical Thinking and Problem Solving	Objectively analyses and evaluates available data, points of view, needs of stakeholders and potential solutions before recommending relevant actions or decisions.	Foundation
Project/Work Delivery and Management	Defines work activities required to deliver against outcomes intended, in line with agreed timeframes, resources, and ways of working. Understands and applies effective project planning, coordination and control methods.	Foundation
Digital and Technological Proficiency	Identifies ways to maximise the value of available technology to achieve business strategies and outcomes.	Intermediate
Drive Accountability and Outcomes	Is proactive and responsible for own actions to ensure desired organisational objectives are achieved.	Intermediate
Knowledge Management	Establishes mechanisms to record and share knowledge and experience to enable the retention and expansion of corporate knowledge	Foundation
Customer Focus	Understands customer needs, applies skills, knowledge and experience to deliver high impact services that address those needs.	Intermediate
Work Collaboratively	Collaborates with others, demonstrating an understanding of their value to the organisation.	Intermediate