



## Position Description

|                 |                                            |
|-----------------|--------------------------------------------|
| Position title: | Master Scheduler – Digital Trust Service   |
| Entity:         | Austroads                                  |
| Division:       | New Programs and Services                  |
| Job Type:       | Full-time (1.0 FTE)                        |
| Location:       | Austroads Melbourne Office                 |
| Reports to:     | Head of Program Management – DTS           |
| Responsible GM: | General Manager, New Programs and Services |
| Direct reports: | Nil                                        |
| Date reviewed:  | October 2025                               |

## 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 New Programs and Services team oversees management and coordination of select significant implementation projects for Austroads, with a focus on the development and implementation of new products and services, in alignment with Austroads strategic objectives and the evolving needs of our members and key stakeholders.

## Position Purpose

The Master Scheduler is responsible for developing, maintaining, and managing the integrated master schedule across all workstreams within the Digital Trust Service (DTS) program. This role ensures alignment of timelines, dependencies, milestones, and deliverables across jurisdictions, technical teams, governance bodies, and external partners.

## Major Responsibilities/Accountabilities

The role is responsible for:

- Developing and maintaining a comprehensive master schedule that consolidates all program workstreams, including technical development, jurisdictional onboarding, governance, communications, and vendor integration.
- Ensuring alignment between state-based and OEM wallet integration timelines, NEVDIS interactions, and relying party rollout.
- Identifying and managing interdependencies across workstreams, ensuring critical path visibility and proactive risk mitigation.
- Coordinating with workstream leads to validate task durations, sequencing, and resource availability.
- Providing regular schedule updates to program leadership, governance meetings, and stakeholders.
- Generating reports highlighting progress, risks, delays, and upcoming milestones.
- Maintaining version control of the master schedule and manage schedule change requests through formal governance processes.
- Supporting program governance by providing schedule impact assessments for proposed changes.
- Using scheduling tools (e.g., MS Project, Primavera, Smartsheet) to manage and visualize timelines.
- Establishing and maintaining scheduling standards, templates, and best practices across the program.
- Contributing to continuous improvement, identifying ways to enhance value for our members and the public.
- Maintaining and adhere to Quality Systems processes and procedures associated with the role.
- Other duties as directed.

## Key Stakeholder Interfaces

Internal

- General Manager, New Programs and Services
- Digital Trust Service team
- Head of Program Management – DTS
- Austroads Data & Technology team

## External

- Austroads Member Organisations
- Other government agencies
- Relying parties
- Contractors, consultants and service providers for DTS

## The Person

### Qualifications, Knowledge, and Experience

The Master Scheduler will possess:

- Proven experience in master scheduling for large-scale, multi-stream programs, preferably in digital transformation or government services.
- Strong understanding of project management methodologies (e.g., PRINCE2, PMBOK, Agile).
- Excellent stakeholder engagement and communication skills.
- Ability to work across jurisdictions and with diverse technical and policy teams.
- Experience with ISO standards, digital identity, or credentialing programs is highly desirable.

### Personal Qualities

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

- Strong interpersonal skills, including within and across project and operational teams.
- Well-developed relationship management, communication, consultation, and negotiation skills.
- Sound judgment, analytical and problem-solving skills.
- Comfort working in an environment which is constantly evolving.
- Commitment to ongoing professional development and learning.

## 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.                                              | Intermediate |
| Stakeholder Management                | Identifies stakeholders impacted by decisions. Takes steps to keep interested parties engaged while managing expectations on outcomes.                                                                                       | Advanced     |
| Stimulate Ideas and Innovation        | Gathers insights and embraces new ideas and innovation to inform future practice                                                                                                                                             | Intermediate |
| 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.                                                          | Advanced     |
| Data literacy                         | Utilises diverse data sources to improve the speed and quality of service delivery and decision making processes                                                                                                             | Intermediate |
| 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. | Advanced     |
| Drive accountability and outcomes     | Is proactive and responsible for own actions to ensure desired organisational objectives are achieved.                                                                                                                       | Advanced     |
| Knowledge management                  | Establishes mechanisms to record and share knowledge and experience to enable the retention and expansion of corporate knowledge.                                                                                            | Advanced     |
| Working Collaboratively               | Collaborates with others, demonstrating an understanding of their value to the organisation.                                                                                                                                 | Advanced     |
| Communicating with Impact             | Uses various communication media to convey information, ideas, and insights in ways that maximises understanding of key messages. Possesses good written and verbal communication skills.                                    | Advanced     |