

Position description

Position	Group Manager Government & Stakeholder Relations
Group	Office of the Chief Executive
Reports to	Executive General Manager Communications & Engagement
Location	1010 La Trobe Street Docklands Victoria
Date	May 2019

Our organisation

VicTrack owns Victoria's transport land, assets and infrastructure and works to protect and grow the value of the portfolio, to support a thriving transport system, and make travel and living better for Victorians.

With much of the asset portfolio dedicated to transport – our lands, infrastructure, trams and trains, and telecommunication networks – our focus is strategic asset management and supporting the delivery of better transport solutions. With a strong commercial focus we invest back into transport and communities, and support other non-commercial activities like community projects and environmental and heritage preservation.

Our core functions

Victoria's *Transport Integration Act 2010* sets out the objectives for each transport sector agency, and as the asset owners, our role is to manage the assets consistent with transport system objectives. Our core functions include:

- Telecommunication services and network infrastructure that supports public transport
- Managers of land set aside for transport purposes, including the development and sale of land no longer required for transport
- Project management and civil engineering services for rail infrastructure upgrades
- Transport facilities and asset management, including the open access Dynon Rail Freight Terminal and heritage, buildings and environmental preservation.

Our business groups

Our business is made up of three specialist delivery groups including Property, Telecommunications and Project Delivery, which are supported by the Office of the Chief Executive and Business Services. Each delivery group provides various disciplines in asset management and service delivery.

Our purpose

VicTrack enhances Victoria's rail transport assets to safely connect people, places and opportunities.

Our mission

To protect and grow our rail transport assets and drive reinvestment to service Victorians now and into the future.

Our values

- Respect
- Professionalism
- Achievement
- One team

Dimensions

Reporting relationships

This role will report to the Executive General Manager Communications & Engagement.

This role has two direct reports:

- Senior Media & Communications Specialist
- Senior Government Relations Specialist

Budget

NA

Other

NA

Purpose of the position

The Group Manager Government & Stakeholder Relations will have a lead role in building strong strategic relationships with the Victorian Government, department executives, key agencies and transport partners, to support VicTrack in maximising the potential of its transport assets.

The Group Manager's experienced appreciation of the political environment and the priorities of the government of the day will support VicTrack in delivering services and projects for the benefit of all Victorians.

The role will be central in delivering timely, coordinated and well-informed advice and updates on VicTrack's activities to the Treasurer, Minister for Public Transport, Minister for Transport Infrastructure, and the Department of Transport.

Key accountabilities/functions

- Build sustainable and meaningful relationships with key government Ministers, departmental executives and stakeholders including: Department of Treasury and Finance; Department of Transport, Department of Jobs, Precincts and Regions; Department of Environment, Land, Water and Planning; transport operators (Metro Trains Melbourne, Yarra Trams, V/Line), and other key government and transport stakeholders
- Manage all VicTrack official briefing papers and ministerial correspondence to ensure a coordinated and consistent approach within the organisation. This includes managing and coordinating subject matter experts and administrative staff to draft, approve and finalise all documents
- Oversee and approve reactive media responses and the program of proactive media opportunities, to ensure VicTrack maintains a positive media profile
- Manage VicTrack's stakeholder research and work with the Executive General Manager Communications & Engagement to implement recommendations and develop key initiatives to enhance relationships and VicTrack's reputation
- Contribute to external communications and issues management related to VicTrack's suite of projects
- Proactively research and monitor government strategies and policies and make recommendations to the Executive Team regarding VicTrack's strategic direction
- Develop and maintain policy documents in line with VicTrack's statement expectations and mandated requirements
- Act as an advisor to the Office of the Chief Executive and other VicTrack staff on all government relations, political issues and stakeholder management
- Prepare briefing documents and business papers for the Executive Team as required
- Lead, support, and develop the stakeholder & government relations teams
- Any other work requirement duties as directed by your manager.

Customer focus

At VicTrack we require staff to practise customer focus by recognising the importance of valuing customers (internal and external) and ensuring that all activities are oriented towards meeting their needs. This is about listening to customers regarding their expectations and focusing on delivering solutions that address their needs. Customer focus also includes proactively seeking and acting on feedback to enhance the customer experience.

This position has organisational responsibility to ensure our collective approach to a customer centric approach is delivered, managed and monitored.

Safety responsibilities

Ensure safety instructions are adhered to and report any inappropriate practices and incidents. Comply with Occupational Health & Safety Act in regard to self, tenants and customers.

Train track safety awareness

All staff who may be required to come into contact with rail activity, including design work and the management of other staff, shall:

- Be responsible for their actions where those actions can in any way affect or compromise railway safety
- Be aware of the railway safety requirements associated with their duties and responsibilities
- Take whatever action is possible to prevent the occurrence of unsafe conditions and / or incidents
- Report any railway safety problems / hazards of which they become aware to the Manager Safety

Individual attributes

Qualifications

- Tertiary qualifications in communications, political science or business management or a related discipline, or proven experience in a similar role.

Knowledge & Experience

- High level of experience as a senior government relations adviser
- Comprehensive understanding of the Australian and Victorian political landscape
- Proven relationships and networks across the Victorian public sector
- Experience in high level policy development and preparation of Ministerial briefing papers
- Familiarity with the statutory and regulatory environment for government agencies
- Background in managing sensitive information.

Skills

- Capacity to present complex and technical issues to a broad range of audiences
- Proficiency in project management and prioritising competing demands against tight deadlines
- Aptitude at managing controversial or unexpected events to achieve a positive outcome
- Excellent interpersonal and communication skills with a clear and concise writing style and ability to present ideas and negotiate activities with stakeholders
- Ability to think strategically and to achieve results through a planned approach
- A proven ability to establish and maintain cooperative working relationships with stakeholders, and to manage difficult situations with a calm demeanour
- Ability to work under pressure and to tight deadlines
- Excellent verbal and interpersonal skills

- Ability to build trust and demonstrate integrity by being honest, direct and sincere
- Ability to be agile and adaptable in a changing environment
- Advanced skills in Microsoft office suite.

Interpersonal and other features

Internal relationships

- All VicTrack staff

External Relationships

- Office of the Minister for Public Transport
- Office for the Minister for Transport Infrastructure
- Office of the Treasurer
- Other Ministers and local Members of Parliament
- Department of Transport
- Department of Treasury and Finance
- Department of Jobs, Precincts and Regions
- Rail transport operators
(V/Line, MTM, Yarra Trams and ARTC)
- Local councils
- Peak organisations and community groups
- Local communities.