

Position description

Position title	Group Manager Business Integrity & Assurance
Position number	200861
Classification level	PESES-1
Group	Telecommunications
Reports to	Executive General Manager Telecommunications
Location	1010 La Trobe Street Docklands Victoria 3008
Date	February 2025
Tenure	Fixed-term full-time

Our organisation

VicTrack is custodial owner of Victoria's rail transport land, assets and infrastructure. We work to protect and grow the value of the portfolio, to support a thriving transport system and make travel and living better for all Victorians. With much of our asset portfolio dedicated to rail transport – our land, infrastructure, trams, trains and telecommunication networks – our focus is on strategic asset management and supporting the delivery of better transport solutions.

Whether we're planning and managing the use of transport land, upgrading the telecommunication network or partnering on major infrastructure projects, our job is to ensure the state's assets continue to serve Victoria now and well into the future.

Our core functions include:

- delivering telecommunications infrastructure and services that form the backbone of the transport network from signalling, driver communications, public information displays and myki ticketing
- managing land set aside for transport purposes, including the development and sale of land no longer required for transport to optimise its use
- generating income through land sales and commercial leases that is reinvested into the state's transport system
- providing project management, engineering and construction services to deliver a range of government transport projects from Victoria's Big Build to station and car park upgrades
- managing transport facilities and assets, including the open access Dynon Rail Freight Terminal, heritage buildings and environmental preservation.

VicTrack is the custodial owner of most of Victoria's tourist and heritage assets and performs the role of Tourist and Heritage Registrar.

Our business groups

Our business is made up of two specialist delivery groups - Property and Telecommunications - supported by the Office of the Chief Executive, Strategy & Transformation and Corporate Services.

Our vision

As a part of the transport portfolio, we share a common vision as defined in the *Transport Integration Act 2010*:

“To meet the aspirations of Victorians for an integrated and sustainable transport system that contributes to an inclusive, prosperous and environmentally responsible state”.

In realising this vision, we are working towards a transport system that promotes:

- social and economic inclusion
- economic prosperity
- environmental sustainability
- integration of transport and land use
- efficiency, coordination and reliability
- safety, health and wellbeing.

Our mission

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

Our values

- Professional – We make decisions with integrity and respect. By behaving professionally and ethically we win the trust of our colleagues, stakeholders and customers.
- Collaborate – We collaborate to get things done efficiently and effectively. We have greater opportunity through leveraging our collective knowledge, building stronger bonds and respecting each other.
- Achieve – We perform our roles with integrity and skill. We hold ourselves accountable for delivering what is needed and own both our successes and mistakes.
- Innovate – We embrace all new ideas that bring about change that adds value. We become more efficient, effective and competitive.

Position purpose

The Group Manager Business Integrity & Assurance is a unique governance focused role that combines the functions of program control, network integration, risk, compliance, assurance and quality control. This position will coordinate with internal and external stakeholders regarding all major internal and external project initiatives to ensure that their introduction is seamless and that VicTrack's reputation is maintained and improved. This position will also consider and advise the impact of new initiatives on the current operational environment.

The role will be responsible for ensuring that the Telecommunications Group meets its established standards of compliance, assurance and quality adherence, awareness and performance, in line with corporate policies.

Knowledge

Qualifications

- Tertiary qualifications in Business or Management – undergraduate studies in Engineering or a technology related discipline is desirable
- Project management certification (preferred)
- Process improvement certification (preferred)
- Membership of relevant professional associations (preferred)

Knowledge and experience

- Extensive experience in the Australian telecommunications industry
- Proven compliance and assurance, quality management and leadership experience
- Highly developed professional and management experience, including significant experience working in telecommunications and/or IT organisations
- Proven experience in managing a large and multi-disciplinary team
- Demonstrable experience in managing senior level customer and stakeholder relationships, both internal and external
- Proven experience in motivating and leading engineers and technical people to deliver high quality output on time and to budget
- Demonstrated experience to work within complex changing environments with multiple stakeholders to deliver commercial outcomes
- Experience in deploying and operationalising the risk, compliance, assurance management requirements into the Business Group

Skills

- Ability to evaluate complex situations and tasks and provide in depth expertise on varied concepts and principles of knowledge management
- Ability to work independently and take accountability for outcomes
- Strong customer focus to align outcomes to strategic plan and objectives
- Effective and proactive use of knowledge management systems
- Ability to review and analyse current policies, processes and procedures and develop solutions and continuous improvement plans
- Strong leadership skills to build and develop a team with specialist expertise and a positive culture
- Strong commercial acumen
- Highly developed problem solving and analytical skills
- Ability to work under pressure and meet deadlines
- Ability to plan, lead and manage change
- High personal levels of energy, urgency and persistence; able to instil same in others
- Able to provide confidence to the Executive Group Manager that risks are appropriately managed
- Advanced ability to communicate with influence and provide specialist advice to senior internal and external stakeholders
- Ability to maintain confidentiality
- Proven ability to develop and manage stakeholder relationships, facilitate open communication, and capture and disseminate information
- Demonstrated ability to build consensus and resolve conflict among diverse stakeholders
- Strong ability to lead by influence applied to both business and technical groups
- Superior written and oral communication, interpersonal and presentation skills

Relationships

Reporting relationships

This position reports directly to the Executive General Manager, Telecommunications.

This position has six direct reports.

Internal relationships

- This position will have daily interaction across the Telecommunications Group, including the Executive General Manager, Telecommunications.
- There will be regular interaction with the Chief Executive, Group Manager Risk, Group Manager Health & Safety, Group Manager Compliance and the VicTrack Executive Management team.
- Develop relationships with business leaders, group risk champions and key stakeholders to understand business drivers and align strategies with business needs.

External relationships

- This position will have significant interaction with relevant technology players, thought leaders and both ICT and transport industry bodies, to keep abreast of new and emerging technologies and trends, and their application to VicTrack and partners.
- This position will have regular interaction with senior management and the Executive of VicTrack's customers and key stakeholders.
- This position will also deal regularly with senior personnel in the transport sector and within government bodies such as the Department of Transport & Planning and more broadly, WoVG departments – Department of Premier & Cabinet, Department of Health & Human Services, Department of Treasury & Finance, Emergency Management Victoria, Victorian Building Authority, Emergency Services Telecommunications Authority, State Revenue Office, Cenitex; Telstra, Optus, Vocus, Vodaphone, TPG, Visionstream, Juniper, Cisco, ADVA and other Telecommunication carriers and government business enterprises; federal agencies Australian Competition & Consumer Commission, Attorney-General's Department and Australian Communications & Media Authority.

Judgement and risk

- Drive vision, leadership and governance of the operational risk, compliance, assurance and quality governance to the Telecommunications Group, ensuring alignment with the enterprise strategy, regulatory compliance, corporate vision and goals and industry best practice.
- Develop and recommend operational risk, compliance, assurance and quality policies to ensure consistent application across VicTrack.

Independence

- Governance management of Telecommunications risk, compliance, assurance and quality team in line with budget requirements, regulatory obligations of the Victorian Government Risk Management Framework, Asset Management Accountability Framework, Office of the National Rail Safety Regulator, Victorian Workcover Authority and reporting to Executive General Manager, Telecommunications, Executive Risk Management Committee, Audit & Risk Management Committee and the VicTrack Board.

- Establish and maintain value-based stakeholder and strategic relationships with suppliers and other agencies which optimise outcomes for VicTrack and the Victorian Government Transport Ecosystem, including VicTrack's active participation in management of interagency risk.

Strategic change

- Drive a consistent application of risk management processes, aligning corporate strategy to measuring BAU and project performance.
- Create and maintain a mature and effective internal, customer oriented, innovative and future-focused risk and assurance capability with the Telecommunications Group.
- Ensure a comprehensive group performance reporting and analysis capability is in place to inform decisions and measure performance and business objectives.

Impact

- Own the development and implementation of the Telecommunications Group business plan.
- Actively participate in the development of the strategic direction of the business and the development of the strategic direction of the group.
- Actively participate in and contribute to the strategic and commercial management of the Telecommunications Group as a prime member of the Telecommunications Group senior leadership team.
- Advise the Audit & Risk Management Committee on all matters pertaining to Telecommunications risk and the risk to VicTrack in relation telecommunications, IT, and cyber security matters.

Breadth

- Develop Telecommunications business strategy and plans to enable the group to meet its strategic objectives, and on behalf of Telecommunications contribute to the Corporate business plan.
- Manage and oversee the activities of the Business Integrity & Assurance team.
- Facilitate Telecommunications Group risk, compliance and assurance activities and be responsible for compliance and assurance attestation declarations.
- Ensure a comprehensive group performance reporting capability is in place and is regularly reviewed and monitored.
- Champion the application of capital program management to ensure projects are in strategic alignment with business objectives and increase the likelihood of program/project success.

Resource management

Budget

\$1 million

Staff

Six direct reports

Delegation of Authority

\$500,000

Customer focus

VicTrack staff practise customer focus by recognising the importance of valuing customers (internal and external) and ensuring that all activities are oriented towards meeting customer needs. We listen to customers about their expectations and focus 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 and environmental responsibilities

Ensure safety and environmental instructions are adhered to and report any inappropriate practices and incidents. Comply with the *Occupational Health and Safety Act*, as it applies to self, tenants and customers, and environmental legislation in regard to preserving the environment.

Rail safety

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

- 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 unsafe conditions and/or incidents
- report any railway safety problems/hazards to the Group Manager Safety
- safely access the rail corridor.