



Job Description Form

Our Purpose

To provide safe, customer-focussed, integrated and efficient transport services.

Position Title

Stakeholder Interface Coordinator

Level

6

Position Number

35670

Division/Directorate

METRONET – Corporate Communications

Branch/Section**Effective Date**

February 2020

Health Task Risk Assessment Category

5

Reporting relationships

Superordinate: Communications & Engagement Manager, Level 6

Subordinates: No Direct Reports

Key role of this position

Undertakes stakeholder management to ensure METRONET and the Public Transport Authority's (PTA) requirements are delivered in accordance with our service obligations and requirements and to meet specific project objectives. Provides leadership, strategic direction and technical advice for the planning and development, to the efficient delivery and implementation of complex, high risk and high value infrastructure projects.

Core duties and responsibilities

Interface Coordination

- Develops and maintains positive relationships and cooperation with Public Transport Authority (PTA) internal and external stakeholders.
- Assists with identifying each internal or external stakeholder and ensures individual stakeholders are well informed of the various METRONET projects including scope, time, cost, quality, impacts, etc.
- Tracks stakeholder obligations and commitments and assists in delivering these in a cooperative and professional way.
- Works closely with the METRONET and PTA communications teams to ensure stakeholder communications are appropriate and considered.
- Acts as a primary interface between external stakeholders and project team members.

Project Coordination

- Proactively investigates and reports on issues and potential project risks in consultation with stakeholders as required.
- Assists with external and internal stakeholder reporting.

- Provides support in reviewing potential changes to third party executed Agreements or the projects Scope of Work and Technical Criteria, to assess the impact on stakeholder commitments.
- Coordinates external stakeholder interfaces with project team members including organising meetings, agendas and minutes.
- Takes the lead in the formal documentation of interactions between project team staff and external stakeholders, including the maintenance of a Stakeholder Interface Management Register.

Other

- Carries out other tasks and functions that are within the limits of the employee's skills, competence and training as required.

SELECTION CRITERIA

1. Core Competencies

- Possession of a relevant tertiary qualification, or demonstrated experience, in project or interface management.
- Demonstrated knowledge of and experience in, stakeholder management for infrastructure of other complex high value projects.

2. Communication and Interpersonal

- Highly developed written, verbal and interpersonal skills including the ability to investigate matters and prepare responses to ministerial and parliamentary questions.
- Highly developed relationship management skills, including the ability to develop stakeholder partnerships and to establish and maintain reliable networks.
- Highly developed facilitation skills with a demonstrated capacity to initiate stakeholder interactions and to foster collaborative relationships with project staff.
- Demonstrated capacity to share information with the relevant staff, seek inputs from others and to contribute to team discussions.
- Maintains awareness of personalities, motivations and diverse qualities, treats people with respect.

3. Organisation

- Ability to accurately and concisely capture verbal or written records comprising stakeholder interactions and formally document these records as required.
- Demonstrated ability to interpret and monitor progress towards defined objectives or commitments to ensure deadlines are met.
- Works to agreed priorities, outcomes, resources, is responsive to change and demonstrates initiative in helping to resolve issues.
- Maintains effective performance in challenging situations.

4. Computer Literacy

- Well developed computer literacy, including the demonstrated knowledge of and application of appropriate business systems required to achieve project outcomes for high value complex projects.

5. Special Requirements

- Satisfactory completion of required medical examinations to verify physical fitness to perform the duties of the position.
- Provision of a current National Police Clearance certificate, dated 3 months or less from the date of application of the position.
- Possession of a current Western Australian 'C' or 'C-A' Class Driver's Licence or equivalent. This requirement continues for the duration of employment in this position and from time to time production of the licence on request by the PTA may be required.
- Willingness to work unsociable hours when required.

Certification

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.

Managing Director / Executive Director / General Manager

.....
Signature

.....
Date

Employee

I have read and accept the responsibilities of the Job Description Form.

The position's duties are to be performed in accordance with the PTA's Code of Conduct and the PTA's Values.

.....
Signature

.....
Date