Role Description
Manager, Property Management

Cluster	Department of Planning, Housing, and Infrastructure
Agency	NSW Reconstruction Authority
Division/Branch/Unit	Adaptation, Mitigation & Reconstruction	Northern Rivers Adaptation and Mitigation	Resilient Homes Program
Role number	To be created
Classification/Grade/Band	Clerk Grade 11/12
ANZSCO Code	511112
PCAT Code	1119192
Date of Approval	February 2025
Agency Website	www.nsw.gov.au/nsw-reconstruction-authority

Agency overview

The NSW Reconstruction Authority (the Authority) is a statutory corporation within Planning, Housing, and Infrastructure. The Authority will improve how NSW plans for disasters and help communities to recover from them faster.

To reduce the severity and impacts of disasters, the Authority will complete critical planning and preparation with communities, NGOs, businesses, and government. When disaster does strike, we will get recovery started swiftly and coordinate reconstruction efforts across agencies, communities, and other stakeholders.

Primary purpose of the role

The Manager, Property Management leads the Property management activities for the Resilient Homes Program (RHP), Northern Rivers and Central West, including overseeing all post-settlement processes.

Key accountabilities

- Manage a team to coordinate post-settlement activities of Resilient Homes Program buyback properties, including; make safe and condition reports, disconnection of services, occupancy arrangements, home relocations and demolitions.
- Lead the implementation of restriction requirements for properties to ensure homes cannot be used for residential purposes in the future.
- Implement appropriate mechanisms to monitor and report property stages, including to develop fit-for-purpose outputs to communicate program updates effectively and efficiently.
- Foster a culture of support and collaboration within the team to build internal expertise and capabilities to ensure delivery of high-quality outputs to support the RHP team.
- Develop and maintain effective working relationships with internal and external stakeholders to deliver solutions that meet the outcomes of the Program.
- Maintain awareness of relevant issues, policy obligations, insights, and challenges in order to identify emerging and sensitive issues proactively and provide strategic and operational advice to the Director and Executive Director to support effective management of these.

- Pursue, evaluate, recommend, and deliver innovative solutions that optimise outcomes and contribute to a best practice function in line with organisational and government priorities.
- Lead and manage resources, providing employees with feedback on individual performance and development to enhance engagement and facilitate a positive employee experience.

Key challenges

- Managing complex and sensitive consultations and negotiations with diverse stakeholders, within agreed timelines, given their varying expectations, viewpoints and interests.
- Achieving multiple project objectives, given limited resources and tight deadlines, and the need to identify project interdependencies and balance competing demands and priorities.
- Providing expert advice on complex matters to ensure optimal service delivery.

Key relationships

Who	Why
Internal	
Manager	- Receive advice and report on progress towards business objectives and discuss future directions - Provide expert advice and contribute to decision making - Identify emerging issues/risks and their implications and propose solutions
Project Team	- Guide, support, coach and mentor team members - Lead discussions and decisions regarding key projects and deliverables
Direct Reports	- Lead, direct, manage and support performance and development - Guide, support, coach and mentor
Stakeholders	- Provide expert advice on a range of project related issues and strategies - Optimise engagement to achieve defined outcomes - Manage expectations and resolve issues
External	
Stakeholders	- Engage in, consult and negotiate the development, delivery and evaluation of projects - Manage expectations and resolve issues
Vendors/Service Providers and Consultants	- Communicate needs, facilitate routine business transactions and resolve issues - Negotiate and approve contracts and service agreements - Manage contracts and monitor the provision of service to ensure compliance with contract and service agreements

Role dimensions

Decision making

This role has autonomy and makes decisions that are under their direct control as directed by their Executive. It refers to the Executive decisions that require significant change to program outcomes or timeframes or are

likely to escalate. This role is fully accountable for the delivery of work assignments on time and to expectations in terms of quality, deliverables and outcomes. This role submits reports, business cases and other forms of written advice with minimal input from the Director.

Reporting line

Director Resilient Homes

Direct reports

Up to 5

Budget/Expenditure

NA

Essential requirements

- Tertiary qualifications or equivalent knowledge and experience in project management.

Capabilities for the role

The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.

The capabilities are separated into **focus capabilities** and **complementary capabilities**.

Focus capabilities

Focus capabilities are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
Personal Attributes	**Display Resilience and Courage** Be open and honest, prepared to express your views, and willing to accept and commit to change	• Remain composed and calm and act constructively in highly pressured and unpredictable environments • Give frank, honest advice in response to strong contrary views • Accept criticism of own ideas and respond in a thoughtful and considered way • Welcome new challenges and persist in raising and working through novel and difficult issues • Develop effective strategies and show decisiveness in dealing with emotionally charged situations and difficult or controversial issues	Advanced
Relationships	**Communicate Effectively** Communicate clearly, actively listen to others, and respond with understanding and respect	• Present with credibility, engage diverse audiences and test levels of understanding • Translate technical and complex information clearly and concisely for diverse audiences • Create opportunities for others to contribute to discussion and debate • Contribute to and promote information sharing across the organisation • Manage complex communications that involve understanding and responding to multiple and divergent viewpoints • Explore creative ways to engage diverse audiences and communicate information • Adjust style and approach to optimise outcomes • Write fluently and persuasively in plain English and in a range of styles and formats	Advanced

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
	Influence and Negotiate Gain consensus and commitment from others, and resolve issues and conflicts	• Negotiate from an informed and credible position • Lead and facilitate productive discussions with staff and stakeholders • Encourage others to talk, share and debate ideas to achieve a consensus • Recognise diverse perspectives and the need for compromise in negotiating mutually agreed outcomes • Influence others with a fair and considered approach and sound arguments • Show sensitivity and understanding in resolving conflicts and differences • Manage challenging relationships with internal and external stakeholders • Anticipate and minimise conflict	Adept
Results	**Deliver Results** Achieve results through the efficient use of resources and a commitment to quality outcomes	• Use own and others' expertise to achieve outcomes, and take responsibility for delivering intended outcomes • Make sure staff understand expected goals and acknowledge staff success in achieving these • Identify resource needs and ensure goals are achieved within set budgets and deadlines • Use business data to evaluate outcomes and inform continuous improvement • Identify priorities that need to change and ensure the allocation of resources meets new business needs • Ensure that the financial implications of changed priorities are explicit and budgeted for	Adept

Capability group/sets	Capability name	Behavioural indicators	Level
	Think and Solve Problems Think, analyse and consider the broader context to develop practical solutions	• Undertake objective, critical analysis to draw accurate conclusions that recognise and manage contextual issues • Work through issues, weigh up alternatives and identify the most effective solutions in collaboration with others • Take account of the wider business context when considering options to resolve issues • Explore a range of possibilities and creative alternatives to contribute to system, process and business improvements • Implement systems and processes that are underpinned by high-quality research and analysis • Look for opportunities to design innovative solutions to meet user needs and service demands • Evaluate the performance and effectiveness of services, policies and programs against clear criteria	Advanced
Business Enablers	**Project Management** Understand and apply effective planning, coordination and control methods	• Prepare and review project scope and business cases for projects with multiple interdependencies • Access key subject-matter experts' knowledge to inform project plans and directions • Design and implement effective stakeholder engagement and communications strategies for all project stages • Monitor project completion and implement effective and rigorous project evaluation methodologies to inform future planning • Develop effective strategies to remedy variances from project plans and minimise impact • Manage transitions between project stages and ensure that changes are consistent with organisational goals • Participate in governance processes such as project steering groups	Intermediate

Capability group/sets	Capability name	Behavioural indicators	Level
People Management	**Optimise Business Outcomes** Manage people and resources effectively to achieve public value	• Initiate and develop longer-term goals and plans to guide the work of the team in line with organisational objectives • Allocate resources to ensure the achievement of business outcomes and contribute to wider workforce planning • When planning resources, implement processes that encourage the attraction and retention of people of diverse cultures, backgrounds and experiences • Ensure that team members base their decisions on a sound understanding of business and risk management principles, applied in a public sector context • Monitor performance against standards and take timely corrective actions • Keep others informed about progress and performance outcomes	Adept
People Management	**Manage and Develop People** Engage and motivate staff, and develop capability and potential in others	• Refine roles and responsibilities over time to achieve better business outcomes • Recognise talent, develop team capability and undertake succession planning • Coach and mentor staff and encourage professional development and continuous learning • Prioritise addressing and resolving team and individual performance issues and ensure that this approach is cascaded throughout the organisation • Implement performance development frameworks to align workforce capability with the organisation's current and future priorities and objectives	Advanced

Complementary capabilities

Complementary capabilities are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as 'not essential' for this role are not relevant for recruitment purposes however may be relevant for future career development.

COMPLEMENTARY CAPABILITIES

Capability group/sets	Capability name	Description	Level
Personal Attributes	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Adept
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Adept
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
Relationships	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Adept
	Work Collaboratively	Collaborate with others and value their contribution	Adept
Results	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Adept
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Adept
Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Adept
	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Intermediate
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Adept
People Management	Inspire Direction and Purpose	Communicate goals, priorities and vision, and recognise achievements	Intermediate
	Manage Reform and Change	Support, promote and champion change, and assist others to engage with change	Intermediate