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| **Cluster** | Planning, Industry and Environment |
| **Department/Agency** | Land and Housing Corporation |
| **Division/Branch/Unit** | Portfolio Management (Assets) |
| **Classification/Grade/Band** | 11/12 |
| **ANZSCO Code** | 139999 |
| **PCAT Code** | 1119192 |
| **Date of Approval** | 16 October 2023 |
| **Agency Website** | www.nsw.gov.au/departments-and-agencies/homes-nsw |

## Agency overview

The NSW Government is determined to make NSW a place where everyone has access to safe and secure housing, and where experiences of homelessness are rare, brief and non-recurring.

Homes NSW is a division of the Department of Communities and Justice. It brings together the housing and homelessness functions of the Department of Communities and Justice, the NSW Land and Housing Corporation, Aboriginal Housing Office and key worker housing functions from across government all under one roof.

Homes NSW leads work to deliver more social and affordable housing, end the cycle of homelessness, and deliver quality public housing to our 262,000 tenants across NSW.

As a single division, we are streamlining services to ensure we meet the needs of the people we support, with empathy, efficiency and effectiveness. We are elevating the voice of people with lived experience of social housing, housing services and homelessness.

We strive for excellence in service delivery and partner with all levels of government, sector and communities to address the housing crisis.

Most importantly, Homes NSW puts people at the heart – including our staff. Working for us means you are joining a division where your expertise and skills will be valued.

## Primary purpose of the role

The role is the Chief Financial Officer for the Portfolio Management (Assets) Division with responsibility for the provision of high quality and comprehensive financial management, analysis, interpretation and reporting and identifying and managing risks, organisational key performance indicators and financial accountabilities. The role also provides for the successful delivery of specific Housing Portfolio projects and programs and analyses and interprets data in order to deliver effective strategies in managing and improving service delivery.

## Key accountabilities

* Coordinates finance and budget management between the Regional and Central Portfolio Management (Assets) and Housing Portfolio Finance teams to provide timely, accurate and consolidated reports, risk identification, and recommendations to the Head of Portfolio Management (Assets) to support informed and balanced decision making.
* Manages a central team to develop regular and long-term strategic programs of capital maintenance works and asset management plans in collaboration with Regional and other directorates within Portfolio Management (Assets) and other Housing Portfolio Divisions.
* Manages the preparation and design of dash board reporting to provide timely, accurate information that supports effective operational and strategic asset management and planning.
* Manages various projects and programs that Portfolio Management (Assets) is required to design and
* implement, ensuring projects are completed within required deadlines, quality standards and within budget.
* Provides analysis and reporting of maintenance works, costs, forecasts, outcomes, and other data as requested.
* Leads and manages multidisciplinary project teams, establishes, and maintains a culture of teamwork, accountability and an outcome focus to support the achievement of project and program delivery.

## Key challenges

* Managing multiple projects and programs ensuring all milestones are met, objectives are achieved and budgets managed given the high volume work environment, tight timeframes and competing priorities. Identifying emerging budgetary risks and developing mitigation strategies through coordination across
* stakeholders.
* Ensuring all asset management and related activities comply with relevant public sector policy legislative and regulatory requirements and the accuracy of data, reports and programs developed by the team.
* Developing and maintaining effective relationships links with key stakeholders, including the Land and Housing Corporation Executive, Regional and Finance teams, other government departments, and suppliers of services such as the Maintenance Head Contractors to ensure efficient and effective exchange of asset information and advice.

## Key relationships

**Internal**

|  |  |
| --- | --- |
| Who | Why |
| Head of Portfolio Management (Assets) | * Provide expert advice and recommendations |
| Director | * Receive broad guidance, exchange information and provide expert advice. |
| Team members | * Provide broad guidance, allocate and appraise work, exchange information and facilitate their ongoing professional development. |
| Key Internal Stakeholders | * Establish and manage relationships and expectations to ensure effective collaboration and the successful delivery of program outcomes in a politically sensitive and complex environment. |

**External**

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| --- | --- |
| Who | Why |
| Key External Stakeholders | * Establish and manage relationships and expectations to ensure the successful delivery of program outcomes in a politically sensitive and complex environment. |

## Role dimensions

### Decision making

Operates with some level of autonomy within the context of agreed work plan and is fully accountable for the quality, integrity and accuracy of the advice provided and delivery of assigned projects and programs on time and within budget.

The ability to exercise delegations are subject to:

• restrictions outlined in the delegation schedule and/or guidelines.  
• any direction, policy or procedure provided from your reporting officer (or higher)  
 restricting your use of delegations.

### Reporting line

Director.

### Direct reports

Up to eight.

### Budget/Expenditure

This is a general financial limit and does not apply to every delegation. Refer to the Financial Delegations on the Housing Portfolio intranet.

## **Key knowledge and experience**

* Thorough knowledge and understanding of asset management practices.

## Essential requirements

* Tertiary financial and project management qualifications and/or equivalent knowledge, skills and experience with demonstrated commitment to ongoing professional development.

## Capabilities for the role

The [NSW public sector capability framework](https://www.psc.nsw.gov.au/workforce-management/capability-framework/the-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

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| --- | --- | --- | --- |
| **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 | Be flexible, show initiative and respond quickly when situations change  Give frank and honest feedback and advice  Listen when ideas are challenged, seek to understand the nature of the comment and respond appropriately  Raise and work through challenging issues and seek alternatives  Remain composed and calm under pressure and in challenging situations | Adept |
| relationships | **Influence and Negotiate**  Gain consensus and commitment from others, and resolve issues and conflicts | Influence others with a fair and considered approach and present persuasive counter-arguments  Work towards mutually beneficial ‘win-win’ outcomes  Show sensitivity and understanding in resolving acute and complex conflicts and differences  Identify key stakeholders and gain their support in advance  Establish a clear negotiation position based on research, a firm grasp of key issues, likely arguments, points of difference and areas for compromise  Anticipate and minimise conflict within the organisation and with external stakeholders | Advanced |
| results | **Demonstrate Accountability**  Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines | Design and develop systems to establish and measure accountabilities  Ensure accountabilities are exercised in line with government and business goals  Exercise due diligence to ensure work health and safety risks are addressed  Oversee quality assurance practices  Model the highest standards of financial probity, demonstrating respect for public monies and other resources  Monitor and maintain business-unit knowledge of and compliance with legislative and regulatory frameworks  Incorporate sound risk management principles and strategies into business planning | 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 | 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.

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| **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 |
| personal-attributes | Manage Self | Show drive and motivation, an ability to self-reflect and a commitment to learning | Adept |
| personal-attributes | Value Diversity and Inclusion | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Foundational |
| relationships | Communicate Effectively | Communicate clearly, actively listen to others, and respond with understanding and respect | Adept |
| relationships | Commit to Customer Service | Provide customer-focused services in line with public sector and organisational objectives | Adept |
| relationships | Work Collaboratively | Collaborate with others and value their contribution | Adept |
| results | Deliver Results | Achieve results through the efficient use of resources and a commitment to quality outcomes | Adept |
| results | Plan and Prioritise | Plan to achieve priority outcomes and respond flexibly to changing circumstances | Adept |
| results | Think and Solve Problems | Think, analyse and consider the broader context to develop practical solutions | Adept |
| business-enablers | Finance | Understand and apply financial processes to achieve value for money and minimise financial risk | Adept |
| business-enablers | Technology | Understand and use available technologies to maximise efficiencies and effectiveness | Intermediate |
| business-enablers | Procurement and Contract Management | Understand and apply procurement processes to ensure effective purchasing and contract performance | Intermediate |