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| **Portfolio** | Communities and Justice | |
| **Department** | Department of Communities and Justice | |
| **Division/Branch/Unit** | Homes NSW / Housing Portfolio | |
| **Location** | TBC | |
| **Classification/Grade/Band** | Clerk Grade 5/6 | |
| **Role Number** | TBA | |
| **ANZSCO Code** | 599999 | |
| **PCAT Code** | 1119192 | |
| **Date of Approval** | May 2023 | **Ref: HPORT 098** |
| **Agency Website** | www.dcj.nsw.gov.au | |

***Please see job notes and/or advertisement for more information on specific role qualification requirements and relevant experience.***

# Homes NSW 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**

Provide quality housing solutions to Government employee tenants through the delivery of efficient and effective customer and facilities management services.

**Key accountabilities**

* Develop and display an understanding of the Housing Services business which involves the provision of a responsive and efficient service to government employees who live and work in rural and remote areas of NSW.
* Deliver a range of maintenance and refurbishment works directly or through third party service providers to agreed budgets, timeframes and quality through attendance at site (metropolitan, regional and rural) for meetings, the completion and submission of approval documentation, defect and construction management and review, Briefing Notes, and ensuring databases (Fulcrum, Salesforce Portal, TRIM) are updated with project related documents and property condition data (including photos)
* Monitor and report on the performance of external service providers to ensure that service delivery is to agreed standards and within contractual obligations, budgets and programs.
* Maintain and update the Asset Register and service platforms (eg Fulcrum) to ensure they reflect the current status of assets and properties within the assigned asset portfolio.
* Contribute to the review of managing agent service provision including performance management.
* Contribute to the review and resolution of customer issues including implementation of customer improvement programs.
* Provide advice and support for the overall maintenance of properties and work effectively with other team members to achieve great customer outcomes.
* Contribute to budget and program management and monthly, quarterly and annual reporting.

**Key challenges**

* Providing informed recommendations through a background in construction and management to deliver timely, cost-effective facilities management functions with conflicting priorities in locations that are often remote and difficult to service
* Maintaining a balance between operating a commercially viable property portfolio and providing an acceptable level of accommodation and maintenance service for teacher tenants in remote locations.
* Facilitating and maintaining positive relationships with service providers including managing agents, tenants and contractors to enable the delivery of an effective maintenance service to the portfolio of properties.

**Key relationships**

|  |  |
| --- | --- |
| **Who** | **Why** |
| **Internal** |  |
| Manager | * Contribute to the development and implementation of strategies and programs through participation in discussions and decisions regarding housing assets. * Provide advice and guidance on the property portfolio including their condition and the need for repair and maintenance, including the preparation of Briefing Notes and minutes. * Report on the implementation of capital works and maintenance projects. |
| Work Team | * Provide advice to the maintenance officer on requests received for maintenance works from agents and tenants to ensure that the work is required and carried out at a competitive price and acceptable quality. * Provide advice to the contracts and administration officer on issues and claims associated with construction and maintenance contracts, including the review, follow up and management of works during the warranty or defect liability periods. * Contribute in team discussions and participate in decisions regarding housing assets. |
| Client/customer | * Provide expert advice to tenancy officers on requests received for maintenance works from agents and tenants to ensure that the work is required to maintain an appropriate standard of accommodation for tenants. * Manage the flow of information, seek clarification and provide advice and responses to ensure prompt resolution of issues. * Liaise and organise with stakeholders where needed to ensure works can commence. |
| **External** |  |
| Customers/stakeholders | * Develop and maintain effective working relationships and open channels of communication with managing agents, tenants and local housing representatives to facilitate resolution of maintenance issues. * Respond to queries where possible or redirect relevant party for review and resolution. |
| Vendors/service providers | * Develop and maintain effective working relationships and open channels of communication with project construction managers and contractors to facilitate good contract performance and compliance. * Manage contracts and monitor provision of service to ensure compliance with contracts and service arrangements. * Contact to provide and gather information and resolve routine issues. |
| Industry professionals/ consultants | * Seek/maintain specialist knowledge/advice in building management. * Participate in forums, groups to represent the agency and share information. * Participate in discussions regarding innovation and best practice. |

**Role dimensions**

**Decision making**

This position has decision making responsibilities and formal delegations under the Act or Departmental policy.

**Reporting line**

Manager

**Direct reports**

Nil

**Budget/Expenditure**

This position has financial delegations associated with placement of purchase orders and approval of contractor claims.

All works need to be economical, reasonable and fit for purpose. As part of the role, quotations and scopes of work need to be reviewed in detail to ensure the best competitive outcome is achieved for all parties. All decisions and recommendations need to be formalised in writing and in line with relevant procedures.

**Essential requirements**

* Current NSW Driver’s Licence
* NSW White Card
* Must be able to travel to remote locations, from time to time, at short notice.
* The role may involve travel both locally and regionally, including overnight travel, as required by the business and/or directed at short notice.

Appointments are subject to reference checks. Some roles may also require the following checks/ clearances:

* National Criminal History Record Check in accordance with the Disability Inclusion Act 2014
* Working with Children Check clearance in accordance with the Child Protection (Working with Children) Act 2012

**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 | | | | |
| --- | --- | --- | --- | --- |
| **Capability group/sets** | **Capability name** |  | **Behavioural indicators** | **Level** |

|  |  |  |  |
| --- | --- | --- | --- |
| personal-attributes | **Act with Integrity**  Be ethical and professional, and uphold and promote the public sector values | * Represent the organisation in an honest, ethical and professional way * Support a culture of integrity and professionalism * Understand and help others to recognise their obligations to comply with legislation, policies, guidelines and codes of conduct * Recognise and report misconduct and illegal and inappropriate behaviour * Report and manage apparent conflicts of interest and encourage others to do so | Intermediate |
| personal-attributes | **Manage Self**  Show drive and motivation, an ability to self-reflect and a commitment to learning | * Adapt existing skills to new situations * Show commitment to achieving work goals * Show awareness of own strengths and areas for growth, and develop and apply new skills * Seek feedback from colleagues and stakeholders * Stay motivated when tasks become difficult | Intermediate |
| relationships | **Work Collaboratively**  Collaborate with others and value their contribution | * Build a supportive and cooperative team environment * Share information and learning across teams * Acknowledge outcomes that were achieved by effective collaboration * Engage other teams and units to share information and jointly solve issues and problems * Support others in challenging situations * Use collaboration tools, including digital technologies, to work with others | Intermediate |
| results | **Think and Solve Problems**  Think, analyse and consider the broader context to develop practical solutions | * Identify the facts and type of data needed to understand a problem or explore an opportunity * Research and analyse information to make recommendations based on relevant evidence * Identify issues that may hinder the completion of tasks and find appropriate solutions * Be willing to seek input from others and share own ideas to achieve best outcomes * Generate ideas and identify ways to improve systems and processes to meet user needs | Intermediate |
| business-enablers | **Procurement and Contract Management**  Understand and apply procurement processes to ensure effective purchasing and contract performance | * Apply legal, policy and organisational guidelines and procedures relating to procurement and contract management * Develop well-written, well-structured procurement documentation that clearly sets out the business requirements * Monitor procurement and contract management processes to ensure they are open, transparent and competitive * Be aware of procurement and contract management risks, and actions to manage or mitigate risk in monitoring contract performance * Evaluate tenders and select providers in an objective and rigorous way, in line with established guidelines and principles * Escalate procurement and contract management issues, where required | Adept |
| business-enablers | **Project Management**  Understand and apply effective planning, coordination and control methods | * Understand all components of the project management process, including the need to consider change management to realise business benefits * Prepare clear project proposals and accurate estimates of required costs and resources * Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements * Identify and evaluate risks associated with the project and develop mitigation strategies * Identify and consult stakeholders to inform the project strategy * Communicate the project’s objectives and its expected benefits * Monitor the completion of project milestones against goals and take necessary action * Evaluate progress and identify improvements to inform future projects | Adept |

# 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 is not relevant for recruitment purposes however may be relevant for future career development.

| COMPLEMENTARY CAPABILITIES | | | |
| --- | --- | --- | --- |
| **Capability Group/Sets** | **Capability Name** | **Description** | **Level** |
| Personal Attributes logo |  |  |  |
| Display Resilience and Courage | Be open and honest, prepared to express your views, and willing to accept and commit to change | Intermediate |
| Value Diversity and Inclusion | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Foundational |
| Relationships logo |  |  |  |
| Communicate Effectively | Communicate clearly, actively listen to others, and respond with understanding and respect | Intermediate |
| Commit to Customer Service | Provide customer-focused services in line with public sector and organisational objectives | Intermediate |
| Influence and Negotiate | Gain consensus and commitment from others, and resolve issues and conflicts | Intermediate |
| Results logo |  |  |  |
| Deliver Results | Achieve results through the efficient use of resources and a commitment to quality outcomes | Intermediate |
| Plan and Prioritise | Plan to achieve priority outcomes and respond flexibly to changing circumstances | Intermediate |
| Demonstrate Accountability | Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines | Intermediate |
| Business Enablers logo |  |  |  |
| Finance | Understand and apply financial processes to achieve value for money and minimise financial risk | Foundational |
| Technology | Understand and use available technologies to maximise efficiencies and effectiveness | Intermediate |