

# ROLE DESCRIPTION

## Senior Project Officer – Tennant Satisfaction & Feedback

<b>Cluster</b>	Stronger Communities	
<b>Department</b>	Department of Communities and Justice	
<b>Division/Branch/Unit</b>	Homes NSW/Housing Portfolio/Portfolio Asset Management	
<b>Location</b>	TBC	
<b>Classification/Grade/Band</b>	Clerk Grade 9/10	
<b>Role Number</b>	TBA	
<b>OSCA Code</b>	511231	
<b>PCAT Code</b>	HRBP to complete	
<b>Date of Approval</b>	HR to complete	<b>Ref:</b>
<b>Agency Website</b>	<a href="http://www.nsw.gov.au/departments-and-agencies/homes-nsw">www.nsw.gov.au/departments-and-agencies/homes-nsw</a>	

*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

The Senior Project Officer position is responsible for overseeing daily operations of the Tenant Satisfaction and Feedback team which its main purpose is to respond and address escalated matters including, Ministerials and client

feedback in a professional and timely manner while fostering a collaborative work environment. Coordination of tenant satisfaction surveys also a key focus.

The Senior Project Officer guides a team, setting clear objectives, optimising resources and promoting innovation. Their role is crucial in maintaining accountability, continuous improvement and efficient service delivery within the agency.

### **Key accountabilities**

- Provide input & coordination to evidence-based expert advice and reporting to ensure business unit's matters that impact current business and future decision-making are fully considered.
- Provide mentoring and coaching to establish and maintain an outcome-oriented culture of teamwork, achievement, and accountability.
- Manage resources, budgets, assets, projects and staffing to maximise achievement of goals and to ensure staff have the required levels of skills and performance.
- Provide advice and support to project team members on undertaking tasks as required to support and facilitate effective project and work delivery consistent with the strategic direction of the organisation. Ensure effective operations and cost-effective use of organisation's resources.
- Provide guidance, support, and point of contact for staff in the business unit on policies and procedures that impact on the operation of the business area.
- Manage and maintain strong stakeholder relationships both internal and external
- Supporting team management to drive high performance and collaboration within and across teams to ensure business requirements are met.

### **Key challenges**

- Meeting deadlines and budgets in accordance with established standards and milestones.
- Establishing a strong network of internal and external stakeholders to aid in efficient management and implementation.
- Handling high volume sensitive and intricate matters with discretion and confidentiality.

## Key relationships

Who	Why
<b>Internal</b>	
Manager	<ul style="list-style-type: none"><li>• Report directly to Director.</li><li>• Seek direction, advice and support.</li></ul> Provide information and feedback.
Team	<ul style="list-style-type: none"><li>• Provide information and advice.</li></ul> Provide an effective and valuable two-way liaison.
Other Housing Portfolio Divisions	<ul style="list-style-type: none"><li>• Liaise to ensure the provision of timely and accurate advice when requested.</li><li>• Develop and maintain effective working relationships.</li><li>• Negotiate/agree on timeframes.</li></ul>
<b>External</b>	
Service providers, providers of specialist contracting and consultancy services, other government agencies	Develop and maintain effective working relationships, share information and collaboratively assessing and achieving outcomes.

## Role dimensions

### Decision making

Decision making

Accountable for the delivery of assigned projects on time and at or below budget and for the quality, integrity and accuracy of advice provided. 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

The role reports to the Manager Tenant Satisfaction & Feedback Management

### Direct reports

No of direct reports: up to 8

### Budget/Expenditure

Nil

## Key knowledge and experience

- Knowledge in complaint management and building maintenance

## Essential requirements

- Tertiary qualifications in a related discipline and/or equivalent knowledge, skills and experience with demonstrated commitment to ongoing professional development.

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


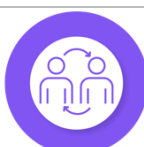
The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for 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	<b>Display resilience and courage</b> Be open and honest, prepared to express your views, and willing to accept and commit to change	<ul style="list-style-type: none"> <li>• Be flexible, show initiative and respond quickly when situations change</li> <li>• Give frank and honest feedback and advice</li> <li>• Acknowledge when someone challenges your ideas, seek to understand why and respond appropriately</li> <li>• Raise and work through challenging issues and seek alternatives</li> <li>• Respond professionally when under pressure and in challenging situations</li> </ul>	Adept
 Relationships	<b>Communicate effectively</b> Communicate clearly, pay attention to others, and respond with understanding and respect	<ul style="list-style-type: none"> <li>• Tailor communication to suit the needs, backgrounds and perspectives of diverse audiences and address barriers to participation</li> <li>• Clearly explain complex ideas and arguments to individuals and groups</li> </ul>	Adept

## FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
		<ul style="list-style-type: none"> <li>• Create opportunities for others to contribute</li> <li>• Share information with other teams and business units to enable informed decision-making</li> <li>• Write clearly and concisely in a range of styles and formats</li> <li>• Use contemporary communication channels to share information, engage and interact with diverse audiences</li> <li>• Pay attention and encourage others to express their views</li> </ul>	
 <p>Relationships</p>	<p><b>Influence and negotiate</b> Gain consensus and commitment from others, and resolve issues and conflicts</p>	<ul style="list-style-type: none"> <li>• Negotiate from an informed and credible position</li> <li>• Lead and facilitate productive discussions with staff and stakeholders</li> <li>• Encourage others to share and debate ideas to help reach a consensus</li> <li>• Recognise diverse perspectives and the need for compromise when negotiating mutually agreed outcomes</li> <li>• Influence others with a fair and thoughtful approach and sound arguments</li> <li>• Be sensitive and show understanding when resolving conflicts and differences</li> <li>• Manage challenging relationships with internal and external stakeholders</li> <li>• Anticipate and minimise conflict</li> </ul>	Adept
 <p>Results</p>	<p><b>Deliver results</b> Achieve results by using resources efficiently and committing to quality outcomes</p>	<ul style="list-style-type: none"> <li>• Use your own and others' expertise to achieve intended outcomes, and take responsibility for delivering intended outcomes</li> <li>• Ensure staff understand expected goals and acknowledge staff success in achieving these</li> <li>• Identify the resources people need and ensure goals are achieved within budget and on time</li> <li>• Use business data to evaluate outcomes and inform continuous improvement</li> <li>• Identify priorities that need to change and ensure the way resources are allocated meets new business needs</li> <li>• Ensure you budget for and clearly state the financial impacts of new priorities</li> </ul>	Adept

## FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
 Results	<b>Think and solve problems</b> Think, analyse and consider the broader context to develop practical solutions	<ul style="list-style-type: none"> <li>• Make recommendations based on evidence by researching and critically analysing information and identifying interrelationships</li> <li>• Anticipate, identify and deal with issues and potential problems that may impact organisational goals and the customer experience</li> <li>• Think creatively to come up with new ideas to resolve issues and improve customer experience</li> <li>• Seek input and ideas from people with different backgrounds and experiences</li> <li>• Participate in and contribute to team or business unit initiatives to resolve common issues or barriers to effectiveness</li> <li>• Identify and share business process improvements to enhance effectiveness</li> <li>• Analyse data and information to identify insights and communicate findings in a clear and meaningful way</li> </ul>	Adept
 Business enablers	<b>Project Management</b> Understand and use effective ways to plan, coordinate and control projects	<ul style="list-style-type: none"> <li>• Prepare and review project scope and business cases for projects with multiple interdependencies</li> <li>• Use key subject matter experts' knowledge to inform project plans and directions</li> <li>• Design and implement effective stakeholder communication strategies for all project stages</li> <li>• Monitor project completion and implement effective and rigorous project evaluation methodologies to inform future planning</li> <li>• Develop strategies to correct projects if they vary from their plans</li> <li>• Manage transitions between project stages and ensure any changes to projects are consistent with organisational goals</li> <li>• Participate in governance processes, such as project steering groups</li> </ul>	Advanced
 People management	<b>Manage and develop people</b> Engage with and motivate staff, and develop their capability and potential	<ul style="list-style-type: none"> <li>• Collaborate with your team to set clear performance standards and deadlines in line with established performance development frameworks</li> <li>• Look for ways to develop team capability and recognise and develop individual potential</li> <li>• Be constructive and build on strengths by giving timely feedback that people can act on</li> </ul>	Intermediate

## FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
		<ul style="list-style-type: none"> <li>Identify and act on opportunities to coach and mentor others</li> <li>Recognise performance issues that need to be dealt with and work promptly to resolve them</li> <li>Effectively support and manage team members who are working flexibly and in different locations</li> <li>Create a safe environment that considers and respects team members' individual differences, backgrounds and cultures</li> <li>Reflect on feedback about your management style and potential areas where you can improve</li> </ul>	

### 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.

## COMPLIMENTARY CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
 <b>Personal attributes</b>	Act with integrity	Be ethical and professional, and uphold and promote the public sector values	Intermediate
	Manage self	Be persistent, self-reflect and commit to learning	Adept
	Value diversity and inclusion	Be inclusive and respect diverse backgrounds, experiences and perspectives	Intermediate
 <b>Relationships</b>	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
	Influence and negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
 	Plan and prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate
	Demonstrate accountability	Be proactive and responsible for your actions, and follow legislation, policy and guidelines	Intermediate

## COMPLIMENTARY CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
<b>Results</b>			
 <b>Business enablers</b>	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Intermediate
	Technology	Understand and use available technology to maximise efficiencies and effectiveness	Intermediate
	Procurement and contract management	Understand and use procurement processes to ensure effective purchasing and contract performance	Intermediate
 <b>People management</b>	Inspire direction and purpose	Communicate goals, priorities and vision, and recognise achievements	Intermediate
	Optimise business outcomes	Manage people and resources effectively to achieve public value	Intermediate
	Manage reform and change	Support and champion change, and help others to engage with change	Intermediate