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| **Portfolio** | Communities and Justice | |
| **Department** | Department of Communities and Justice | |
| **Division/Branch/Unit** | Homes NSW / Housing Portfolio / Portfolio Strategy & Origination | |
| **Location** | Parramatta | |
| **Classification/Grade/Band** | Clerk Grade 9/10 | |
| **Role Number** | TBC | |
| **ANZSCO Code** | 511112 | |
| **PCAT Code** | 1119192 | |
| **Date of Approval** | 27 May 2025 | **Ref: HPPSO 011** |
| **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

The Senior Governance Officer ensures the seamless and timely functioning of Housing Portfolio’s investment governance and direct dealing committees and provides expert advice on Housing Portfolio’s project governance and assurance systems to process stakeholders, to enable effective participation by all stakeholders in evidence-based decision-making processes.

The role also supports the development and rollout of projects to reform and enhance Housing Portfolio’s project and program governance systems, including implementation of the Housing Portfolio Governance Framework and related activities, and operational policy and procedure development within established objectives.

The role has a key focus on supporting organisational efficiencies and standardisations and ensuring that agreed processes and practices are adhered to through proactive stakeholder and change management.

# Key accountabilities

* Provide a range of secretariat services including preparation of high-quality reports, agendas, minutes, presentations and briefs, end to end organisation of meetings and documentation, and coordination of and advice to process stakeholders.
* Ensure the seamless operation of Housing Portfolio’s key governance and assurance committees.
* Provide project management and support services including preparing reports and presentations, stakeholder consultation and engagement, maintaining project documentation and implementing and monitoring project plans.
* Ensure project outcomes are achieved on time, on budget, to quality standards and within agreed scope, in line with established agency project management methodology.
* Undertake research, evaluation and analysis to identify opportunities / recommendations for improvement of governance, policy or process issues and inform program activities.
* Manage, maintain and support the development of divisional management system documentation.
* Build and maintain relationships with key stakeholders, facilitating their engagement in relevant governance and assurance processes, as well as their contribution to the identification and development of process reforms.

# Key challenges

* Delivering a range of project management and support services, given tight deadlines, limited resources and the need to manage competing priorities.
* Ensuring access to and awareness of clear policies and procedures that will support staff to undertake their duties.

# Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Manager | * Provide advice and contribute to decision making * Identify emerging issues/risks and their implications, and propose solutions * Receive guidance and provide regular updates on key projects issues and priorities |

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| --- | --- |
| Team Members | * Support team members and work collaboratively to contribute to achieving team outcomes * Ensure an integrated approach to the development of policies and procedures to reflect best practice and current departmental and state government policy. |
| Stakeholders | * Develop and maintain effective relationships and open channels of communication * Provide expert advice on governance and assurance processes * Report and provide updates on project progress * Consult and collaborate to resolve project related issues, define mutual interests and determine strategies to achieve their realisation |
| **External** |  |
| State agencies and stakeholders | * Develop and maintain effective working relationships and open channels of communication * Deliver presentations and participate in meetings * Exchange information and respond to enquiries |

# Role dimensions

## Decision making

## This role:

## Has autonomy to manage tasks and projects and co-ordinates the program/project either individually or participates within teams and manages individual priorities and performance.

## Exercises discretion in the approach and content of information, advice and recommendations provided and consults with the Manager regarding issues or sensitivities.

## Reporting line

## The role reports to the Director, Strategic Governance.

## Direct reports

Nil.

## Budget/Expenditure

Refer to the Housing Portfolio Financial Delegations Instruments.

# Key knowledge and experience

* Experience in development of processes, procedures and management systems, including associated information management.
* Advanced minute taking skills.

**Essential requirements**

The role may involve travel both locally and regionally, including overnight travel, as required by the business and/or directed.

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 logo | **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 logo | **Manage Self**  Show drive and motivation, an ability to self-reflect and a commitment to learning | | * Keep up to date with relevant contemporary knowledge and practices * Look for and take advantage of opportunities to learn new skills and develop strengths * Show commitment to achieving challenging goals * Examine and reflect on own performance * Seek and respond positively to constructive feedback and guidance * Demonstrate and maintain a high level of personal motivation | | | | Adept |
| Relationships logo | **Communicate Effectively**  Communicate clearly, actively listen to others, and respond with understanding and respect | * Tailor communication to diverse audiences * Clearly explain complex concepts and arguments to individuals and groups * Create opportunities for others to be heard, listen attentively and encourage them to express their views * Share information across teams and units to enable informed decision making * Write fluently in plain English and in a range of styles and formats * Use contemporary communication channels to share information, engage and interact with diverse audiences | | | | Adept | |
| Relationships logo | **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 | |

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| --- | --- | --- | --- |
| Relationships logo | **Commit to Customer Service**  Provide customer-focused services in line with public sector and organisational objectives | * Focus on providing a positive customer experience * Support a customer-focused culture in the organisation * Demonstrate a thorough knowledge of the services provided and relay this knowledge to customers * Identify and respond quickly to customer needs * Consider customer service requirements and develop solutions to meet needs * Resolve complex customer issues and needs * Cooperate across work areas to improve outcomes for customers | Intermediate |
| Results logo | **Deliver Results**  Achieve results through the efficient use of resources and a commitment to quality outcomes | * Seek and apply specialist advice when required * Complete work tasks within set budgets, timeframes and standards * Take the initiative to progress and deliver own work and that of the team or unit * Contribute to allocating responsibilities and resources to ensure the team or unit achieves goals * Identify any barriers to achieving results and resolve these where possible * Proactively change or adjust plans when needed | Intermediate |
| Results logo | **Demonstrate Accountability**  Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines | * Be proactive in taking responsibility and being accountable for own actions * Understand delegations and act within authority levels * Identify and follow safe work practices, and be vigilant about own and others’ application of these practices * Be aware of risks and act on or escalate risks, as appropriate * Use financial and other resources responsibly | Intermediate |
| Business Enablers logo | **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 | Intermediate |
| Relationships logo |  |  |  |
| Influence and Negotiate | Gain consensus and commitment from others, and resolve issues and conflicts | Adept |
| Results logo |  |  |  |
| Plan and Prioritise | Plan to achieve priority outcomes and respond flexibly to changing circumstances | Adept |
| Think and Solve Problems | Think, analyse and consider the broader context to develop practical solutions | Adept |
| Business Enablers logo |  |  |  |
| Finance | Understand and apply financial processes to achieve value for money and minimise financial risk | Intermediate |
| 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 | Intermediate |