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| --- | --- | --- |
| **Cluster** | Stronger Communities | |
| **Department** | Department of Communities and Justice | |
| **Division/Branch/Unit** | Corporate Services/Infrastructure & Assets/ Infrastructure Operations | |
| **Location** | Parramatta/Various locations | |
| **Classification/Grade/Band** | Clerk Grade 7/8 | |
| **Role Number** | 50050374 | |
| **ANZSCO Code** | 511111 | |
| **PCAT Code** | 1222292 | |
| **Date of Approval** | 31 May 2023 | **Ref: IA0036** |
| **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.***

**Agency overview**

The Department of Communities and Justice (DCJ) is the lead agency under the Stronger Communities Cluster. DCJ works to enable everyone's right to access justice and help for families through early intervention and inclusion, with benefits for the whole community. Stronger Communities is focussed on achieving safe, just, inclusive and resilient communities by providing services that are effective and responsive to community needs.

# Primary purpose of the role

Deliver quality and timely maintenance services to the Department’s assets and facilities to ensure fit for purpose, value for money outsourced facilities maintenance that meets organisational, public sector and legislative requirements.

# Key accountabilities

* Manage the delivery of asset maintenance through the Departments operating model and services contracts to ensure fit for purpose, value for money projects and programs that comply with Department policies and legislative requirements.
* Review contracts, interpret terms and conditions and monitor compliance with contract obligations to ensure suppliers and meet obligations throughout the contract life cycle.
* Consult and negotiate with suppliers and business centres to ensure that KPIs are met, and any disputes resolved effectively and quickly.
* Conduct periodic review meetings with suppliers to ensure that issues are identified and responded to at the earliest possible stage.
* Prepare contract performance reports, including recommendations for future agreements with suppliers, to obtain executive support and meet governance requirements.
* Analyse and reconcile quarterly business reports from suppliers against expenditure reports to identify risks and trends in expenditure.
* Research marketplace information, trends in contracting strategies and best commercial practice, and communicate relevant information to business centres to facilitate business centre participation in the contracting process.
* Provide input in the preparation of a range of strategic and operational documents including briefing papers, ministerial correspondence, discussion papers, reports, submissions and responses to information requests to contribute to the effective operation of Infrastructure and Assets.

# Key challenges

* Managing competing priorities and high volumes of work effectively within tight timeframes and limited resources to ensure delivery of Department objectives and priorities.
* Balancing needs of the Department with legislative requirements to ensure that maintenance programs comply with building code regulations and guidelines, federal, state and local authorities including heritage orders, environmental requirements and WHS legislation.

# Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Senior Manager Infrastructure Maintenance | * Determine work priorities in line with strategic and business objectives. * Seek approval on expenditure outside of delegation. |
| Asset Maintenance team | * Provide information regarding the strategic direction for facility maintenance of portfolio facilities. * Provide direction and guidance regarding program implantation, projects and activities. * Exchange information and provides regular advice in relation to the progress of various projects and activities. |
| Infrastructure and Assets staff | * Exchange information and provides regular advice in relation to the progress of various projects and activities. |
| Other key stakeholders | * Consult to develop program objectives, scopes of works and implementation schedules. * Liaise directly regarding other program related issues. Share information to coordinate work likely to impact on other areas. Negotiate and resolves conflicts between competing interests and requirements. |
| **External** |  |
| Clients and stakeholders | * Ensure effective communication on all aspects of service delivery and issues management. |
| Other Departments and agencies | * Develop and maintain a range of collaborative networks to deliver projects effectively. |

# Role dimensions

## Decision making

The role is responsible for determining work priorities in consultation with the Senior Maintenance Manager, Lead Maintenance Coordinator and in line with the Department priorities, policies and guidelines and sets the day to day work schedule within these parameters.

The role reviews and makes recommendations on contract engagement and terms and conditions for the agency. The role operates within defined delegations for the procurement of services and approval of staff related matters.

## Reporting line

## This role reports to the Senior Manager Infrastructure Maintenance.

## Direct reports

Nil

## Budget/Expenditure

Nil

# Key knowledge and experience

# Demonstrated experience in the management delivery of Property and infrastructure services contracts and the capacity to manage contractor performance.

# Essential requirements

# Tertiary qualifications in Facilities Management, Property, Services Engineering Contract Management or equivalent industry experience.

# Current and valid Driver’s licence, extensive travel and is a requirement of this role to travel to multiple locations across NSW by car.

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 | **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 | **Work Collaboratively**  Collaborate with others and value their contribution | * Encourage a culture that recognises the value of collaboration * Build cooperation and overcome barriers to information sharing and communication across teams and units * Share lessons learned across teams and units * Identify opportunities to leverage the strengths of others to solve issues and develop better processes and approaches to work * Actively use collaboration tools, including digital technologies, to engage diverse audiences in solving problems and improving services | | | | Adept |
| Results logo | **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 |
| Results logo | **Plan and Prioritise**  Plan to achieve priority outcomes and respond flexibly to changing circumstances | * Consider the future aims and goals of the team, unit and organisation when prioritising own and others’ work * Initiate, prioritise, consult on and develop team and unit goals, strategies and plans * Anticipate and assess the impact of changes, including government policy and economic conditions, on team and unit objectives and initiate appropriate responses * Ensure current work plans and activities support and are consistent with organisational change initiatives * Evaluate outcomes and adjust future plans accordingly | | | | Adept |
| Business Enablers logo | **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 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 |
| Act with Integrity | Be ethical and professional, and uphold and promote the public sector values | Intermediate |
| Value Diversity and Inclusion | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Intermediate |
| 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 |  |  |  |
| Think and Solve Problems | Think, analyse and consider the broader context to develop practical solutions | 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 | Intermediate |
| Technology | Understand and use available technologies to maximise efficiencies and effectiveness | Intermediate |