

**ROLE DESCRIPTION**

**Senior Fleet Officer**

|  |  |
| --- | --- |
| **Cluster** | Stronger Communities |
| **Department** | Department of Communities and Justice |
| **Division/Branch/Unit** | Corporate Services/Infrastructure & Assets/ Infrastructure Operations |
| **Location** | Parramatta/Sydney |
| **Classification/Grade/Band** | Clerk Grade 5/6 |
| **Role Number** | TBA |
| **ANZSCO Code** | 149411 |
| **PCAT Code** | 1222192 |
| **Date of Approval** | 18 December 2019  | **Ref: IA0026**  |
| **Agency Website** | [www.dcj.nsw.gov.au](http://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

The Senior Fleet Officer is responsible for managing the day to day allocation of activities for the fleet staff to ensure the delivery of quality and timely fleet services to facilitate effective resource allocation and program support. The role provides high level customer service, advice and delivery to staff, centre managers and other stakeholders on issues and proposals related to the delivery of fleet activities.

# Key accountabilities

* Manage the day to day allocation of activities for the fleet staff to ensure the delivery of quality and timely fleet services to facilitate effective resource allocation and program support.
* Provide high level fleet management support to stakeholders to contribute to the delivery of fleet services and advice to stakeholders and clients.
* Oversee the establishment and management of accounts for all motor vehicles to ensure that stakeholder expectations are managed effectively.
* Provide input and prepare briefing papers, discussion papers, reports, submissions and responses to information requests to contribute to the delivery of a range of strategic and operational documents.
* Liaise with a range of stakeholders including consultants, contractors, staff engaged in procurement to deliver effective fleet services.
* Maintain a records management system to allow ready access for file retrieval and development of responses to enquiries and information requests to manage and facilitate communication from external stakeholders.

# Key challenges

* Managing competing priorities and high volumes of work to ensure delivery of allocated work within tight timeframes.
* Coordinating the implementation of delegated capital works and annual maintenance programs in an environment of conflicting client needs and limited funds.

# Key relationships

|  |  |
| --- | --- |
| **Who** | **Why** |
| **Internal** |  |
| Regional and Centre Management Staff | * Translate and communicate business objectives, policies and directives regarding asset and facility management to regional and centre management to facilitate their engagement with and deliver on
* these objectives.
 |
| Centre and Community Office Managers | * Facilitate ongoing dialogue concerning the implementation and progress of asset management projects.
 |
| Branch Management and Staff | * To gain support to meet Department of Justice NSW budgetary control requirements.
 |
| **External** |  |
| Other Departments and Agencies | * Develop and maintain a range of collaborative networks to share information.
 |

# Role dimensions

## Decision making

The Senior Fleet Officer is responsible for determining work priorities in consultation with the Manager. The role is responsible for setting the day to day work schedule within these parameters and for determining work priorities and schedule of staff.

The role reviews and makes recommendations on fleet resourcing and requirements. The role operates within defined delegations for the procurement of services and approval of staff related matters.

## Reporting line

This role reports to the Manager Mobile Fleet/Fixed Fleet Specialist.

## Direct reports

Nil

## Budget/Expenditure

Nil

# Key knowledge and experience

Demonstrated experience in the delivery and day to day management of fleet projects and programs and knowledge.

# Essential requirements

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 | * 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 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  | **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 | **Plan and Prioritise**Plan to achieve priority outcomes and respond flexibly to changing circumstances | * Understand the team and unit objectives and align operational activities accordingly
* Initiate and develop team goals and plans, and use feedback to inform future planning
* Respond proactively to changing circumstances and adjust plans and schedules when necessary
* Consider the implications of immediate and longer-term organisational issues and how these might affect the achievement of team and unit goals
* Accommodate and respond with initiative to changing priorities and operating environments
 | Intermediate |
| Business Enablers logo | **Procurement and Contract Management**Understand and apply procurement processes to ensure effective purchasing and contract performance | * Understand and comply with legal, policy and organisational guidelines and procedures relating to purchasing
* Conduct delegated purchasing activities in line with procedures
* Work with providers, suppliers and contractors to ensure that outcomes are delivered in line with time and quality requirements
 | Intermediate |

# 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 | Foundational |
| Relationships logo  |  |  |  |
| Work Collaboratively | Collaborate with others and value their contribution | 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 |
| Project Management | Understand and apply effective project planning, coordination and control methods | Foundational |