|  |  |
| --- | --- |
| **Portfolio** | Communities and Justice |
| **Department**  | Department of Communities and Justice |
| **Division/Branch/Unit** | Corporate Services/Infrastructure & Assets/ Infrastructure Operations |
| **Location** | Newcastle |
| **Classification/Grade/Band** | Clerk Grade 11/12 |
| **Role Number** | TBC |
| **ANZSCO Code** | 139999 |
| **PCAT Code** | 1222292 |
| **Date of Approval** | 18 December 2019  | **Ref: IA0009** |
| **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 in the Communities and Justice Portfolio.  Communities and Justice aims to achieve a safe, just, and inclusive New South Wales (NSW) by operating an effective legal system; increasing access to social and affordable housing; protecting children and families; addressing domestic and family violence; promoting public safety; reducing reoffending; and supporting community harmony and social cohesion.

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 by providing services that are effective and responsive to community needs.

# Primary purpose of the role

Lead and identify various improvement activities and programs to drive a continuous improvement of the property and asset management function by providing safe, functional and compliant property and assets for the entire Department, through effective resource allocation, program planning, implementation and active team participation which support the Department and integrates with Property NSW.

The role identifies, develops and implements the required policy, processes and systems to ensure a customer centric approach to anticipating, identifying and managing department property needs in such a manner as to ensure compliance with all legislative and policy requirements and that decisions are made with the right balance of cost, risk and performance.

# Key accountabilities

* Manage the property and asset management function for the Department to ensure that operational, maintenance standards and legislative requirements are met.
* Lead the effective operations of a customer centric Property and Asset Management function including the integration with the broader NSW government property functions.
* Support the development and implementation of infrastructure services partnerships and contracts and programs to provide services and advice to ensure that department requirements are addressed and managed, and cost, scope, risk and quality requirements are addressed and contract engagements meet public sector probity, administrative standards and legislative requirements.
* Manage and monitor property management service providers to ensure performance is in accordance with the contract requirements and the delivery of work adheres to agreed timeframes, budgets, standards and quality of work.
* Continuously monitor and review the performance of the property portfolio in close consultation with property users and the Property NSW and undertake all leasing, licencing and legal aspects of the role including identifying and managing all acquisitions and disposals.
* Implement and manage, on an active basis, space planning and management systems and processes to ensure the departments investments in all categories of property is accurately recorded, costs reflected in internal charges, performance is understood and improvement opportunities are identified and implemented through the capital works system,.
* Actively promote a high quality property portfolio to the Department focussing on achieving the right user experience to support a high functioning organisation and continuously monitor and consult with end users to ensure their business needs are understood and met with the property investment.
* Identify, establish and manage all necessary property management systems, policies, processes and practices to ensure the Department of Communities and Justice Property portfolio is managed with full compliance to all government policy and legislative needs.

# Key challenges

* Transitioning the Department to a whole of Department consistent operating model and focussing on customer service outcomes.
* Leading and managing a team of property management staff effectively to ensure that staff are motivated to deliver high levels of client service and that capabilities meet current and future needs of the Departments portfolio.
* Managing client expectations effectively to ensure all management programs, project management and management systems requirements are met and project deadlines and milestones are delivered to the required standards and within budget.

# Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Director Infrastructure Operations | * Receive information regarding the strategic direction for property management.
 |
| Property team | * Provide information regarding the strategic direction for property management.
* 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 property needs and performance. 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** |  |
| External technical agencies | * Liaison to maintain knowledge of property management related standards and best practice principles in the development and implementation of projects.
 |
| Department stakeholders | * Liaison to ensure that requirements are incorporated. Information and advice is shared to coordinate works likely to impact on those areas.
* Negotiate to resolve competing priorities through cooperation
 |
| Maintenance Service providers  | * Review and approve works packages and quotes. Provide departmental protocol compliance guidance.
* Review the quality of the services provided by survey.
 |
| Contractors and suppliers | * Liaison to understand the progress and delivery of services on site.
 |

# Role dimensions

## Decision making

The role operates with a high level of autonomy with respect to day to day delivery of allocated work.

Establishes strategic work priorities in consultation with the Director and is fully accountable for the quality, integrity and accuracy of the content of advice provided to the Director.

Regularly reports on progress and formulates escalation strategies to address issues and risks, and consults with the Director regarding approvals for expenditure outside of delegation, issues that are controversial or sensitive or may have ethical, legal, contractual or political ramifications and proposals for substantial changes to projects managed.

## Reporting line

This role reports to the Director Infrastructure Operations.

## Direct reports

Up to 8 direct reports.

## Budget/Expenditure

TBC.

# Key knowledge and experience

* Extensive knowledge of property management including leasing, licences, facility utilisation, building principles & standards and environmental and heritage issues.
* Knowledge of acquisition and disposals processes.

# Essential requirements

* + Tertiary qualifications in Economics, Law, Property or Town Planning or demonstrated equivalent experience in property management.

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 | * Act as a professional role model for colleagues, set high personal goals and take pride in their achievement
* Actively seek, reflect and act on feedback on own performance
* Translate negative feedback into an opportunity to improve
* Take the initiative and act in a decisive way
* Demonstrate a strong interest in new knowledge and emerging practices relevant to the organisation
 | Advanced |
| Relationships logo  | **Communicate Effectively**Communicate clearly, actively listen to others, and respond with understanding and respect | * Present with credibility, engage diverse audiences and test levels of understanding
* Translate technical and complex information clearly and concisely for diverse audiences
* Create opportunities for others to contribute to discussion and debate
* Contribute to and promote information sharing across the organisation
* Manage complex communications that involve understanding and responding to multiple and divergent viewpoints
* Explore creative ways to engage diverse audiences and communicate information
* Adjust style and approach to optimise outcomes
* Write fluently and persuasively in plain English and in a range of styles and formats
 | Advanced |
| Relationships logo  | **Work Collaboratively**Collaborate with others and value their contribution | * Recognise outcomes achieved through effective collaboration between teams
* Build cooperation and overcome barriers to information sharing, communication and collaboration across the organisation and across government
* Facilitate opportunities to engage and collaborate with stakeholders to develop joint solutions
* Network extensively across government and organisations to increase collaboration
* Encourage others to use appropriate collaboration approaches and tools, including digital technologies
 | Advanced |
| Results logo | **Deliver Results**Achieve results through the efficient use of resources and a commitment to quality outcomes | * Seek and apply the expertise of key individuals to achieve organisational outcomes
* Drive a culture of achievement and acknowledge input from others
* Determine how outcomes will be measured and guide others on evaluation methods
* Investigate and create opportunities to enhance the achievement of organisational objectives
* Make sure others understand that on-time and on-budget results are required and how overall success is defined
* Control business unit output to ensure government outcomes are achieved within budgets
* Progress organisational priorities and ensure that resources are acquired and used effectively
 | Advanced |
| Business Enablers logo | **Procurement and Contract Management**Understand and apply procurement processes to ensure effective purchasing and contract performance | * Ensure that employees and contractors apply government and organisational procurement and contract management policies
* Monitor procurement and contract management risks and ensure that this informs contract development, management and procurement decisions
* Promote effective risk management in procurement
* Implement effective governance arrangements to monitor provider, supplier and contractor performance against contracted deliverables and outcomes
* Represent the organisation in resolving complex or sensitive disputes with providers, suppliers and contractors
 | Advanced |
| Business Enablers logo | **Project Management**Understand and apply effective planning, coordination and control methods | * Prepare and review project scope and business cases for projects with multiple interdependencies
* Access key subject-matter experts’ knowledge to inform project plans and directions
* Design and implement effective stakeholder engagement and communications strategies for all project stages
* Monitor project completion and implement effective and rigorous project evaluation methodologies to inform future planning
* Develop effective strategies to remedy variances from project plans and minimise impact
* Manage transitions between project stages and ensure that changes are consistent with organisational goals
* Participate in governance processes such as project steering groups
 | Advanced |
| People Management logo | **Manage and Develop People**Engage and motivate staff, and develop capability and potential in others | * Define and clearly communicate roles, responsibilities and performance standards to achieve team outcomes
* Adjust performance development processes to meet the diverse abilities and needs of individuals and teams
* Develop work plans that consider capability, strengths and opportunities for development
* Be aware of the influences of bias when managing team members
* Seek feedback on own management capabilities and develop strategies to address any gaps
* Address and resolve team and individual performance issues, including unsatisfactory performance, in a timely and effective way
* Monitor and report on team performance in line with established performance development frameworks
 | 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 | Adept |
| Act with Integrity | Be ethical and professional, and uphold and promote the public sector values | Adept |
| Value Diversity and Inclusion | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Adept |
| Relationships logo  |  |  |  |
| Commit to Customer Service | Provide customer-focused services in line with public sector and organisational objectives | Adept |
| 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 |
| Demonstrate Accountability | Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines | Adept |
| Business Enablers logo |  |  |  |
| Finance | Understand and apply financial processes to achieve value for money and minimise financial risk | Adept |
| Technology | Understand and use available technologies to maximise efficiencies and effectiveness | Adept |
| People Management logo |  |  |  |
| Inspire Direction and Purpose | Communicate goals, priorities and vision, and recognise achievements | Adept |
| Optimise Business Outcomes | Manage people and resources effectively to achieve public value | Intermediate |
| Manage Reform and Change | Support, promote and champion change, and assist others to engage with change | Intermediate |