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| **Portfolio** | Communities and Justice  |
| **Department** | Department of Communities and Justice |
| **Division/Branch/Unit** | Corporate Services/Infrastructure & Assets |
| **Location** | Parramatta |
| **Classification/Grade/Band** | Clerk Grade 7/8 |
| **Role Number** | Various |
| **ANZSCO Code** | 511112 |
| **PCAT Code** | 1222292 |
| **Date of Approval** | 3 July 2025 | **Ref: IA0181** |
| **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

The Senior Property Officer provides high-level analytical and advisory support for the effective management of the Department’s property assets, ensuring alignment with departmental policies and delegations. The role is critical in delivering timely, consistent, and strategic property advice, including responsibilities for project reporting, tenure management, and the preparation of briefs.

# Key accountabilities

* Prepare and provide comprehensive, evidence-based advice and recommendations, including reports, submissions, briefing notes, file notes and correspondence. Ensure accuracy and relevance of data collated to enable necessary actions and assist with relevant reporting regarding all work undertaken.
* Provide advice and recommendations to stakeholders to develop capability and understanding of legislative requirements and enable continual improvement in standards and service.
* Foster and maintain positive and effective relationships with clients, service providers and other stakeholders to ensure effective communication on all aspects of service delivery and issue resolution.
* General administration to provide input on the preparation of a range of operational documents, including briefing notes, ministerial correspondence, discussion points, reports, submissions and responses to information requests, to contribute to the effective operation of the team.
* Update and maintain property records and databases, complying with department administrative systems and processes, to ensure that all information is accurate, stored correctly and accessible.
* Manage financial transactions and expenses for property-related activities, and support efforts to improve the use and efficiency of office spaces, with a focus on cost, risk, and service quality.
* Have oversight of and undertake financial transaction processing related to accounts payable and accounts receivable and expense management in accordance with standard operating procedures for real property related projects/areas of responsibility within delegations and budgets.
* Support the identification of opportunities to optimise government property portfolios, with a focus on achieving cost savings, reducing operational and safety risks, and enhancing the quality and suitability of office accommodation for public service delivery.

# Key challenges

* Navigating complex stakeholder consultations and negotiations while meeting tight deadlines and balancing diverse interests.
* Staying current with legislative and policy changes, ensuring timely communication and implementation.
* Managing high workloads and competing priorities within limited resources to meet departmental goals.
* Applying expertise in diverse portfolio with complex tenure and management requirements.

# Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Manager | * Determine work priorities in line with strategic and business objectives. Seek approval on expenditure and dealings outside of delegation.
* Provide expert advice and contribute to decision making
* Identify emerging issues/risks and their implications and propose solutions
* Receive advice and report on progress towards business objectives and discuss future directions
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| Key Stakeholder(s) | * Understand, manage and set stakeholder expectations throughout the process / program lifecycle.
* Provide expert advice on a range of service delivery issues and strategies
* Optimise engagement to achieve defined outcomes
* Manage expectations and resolve issues
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| I&A Teams | * Ensure strong working relationships with internal teams across various functions
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| **External** |  |
| Other departments and agencies | * Develop and maintain a range of collaborative networks to deliver projects/programs effectively.
* Manage relationship to ensure client requirements and timeframes are met.
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| Stakeholders | * Develop and maintain effective relationships and open channels of communication
* Exchange information and respond to enquiries
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| Vendors/Service Providers/ Contractors and Consultants | * Manage and monitor to ensure effective project/program delivery.
* Communicate needs, facilitate routine business transactions and resolve issues
* Manage and oversee contract performance, ensuring service delivery aligns with agreed terms, compliance obligations, and TO quality standards
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# Role dimensions

## Decision making

The role has autonomy in coordinating and managing their work and makes decisions on matters under their direct control. The Senior Property Officer will need to negotiate tasks and deadlines with Senior Managers and Managers in the team.

## Reporting line

## The role reports to the Manager

## Direct reports

Nil

## Budget/Expenditure

Nil

# Key knowledge and experience

* Sound knowledge of relevant property legislation and regulatory frameworks in New South Wales, including the Crown Land Management Act 2016, with demonstrated experience in land title management, leasing, licensing, and commercial property agreements.
* Sound knowledge of government legislation and policies to provide expert advice within title management, leasing, and licensing.

# Essential requirements

* Demonstrated qualifications and/or experience in land economics, property and asset management, building principles, and commercial leasing, with a sound understanding of industry standards, regulatory frameworks, and best practices across these domains.
* Current NSW Drivers Licence with ability and willingness to drive throughout NSW. This role may involve overnight stays.

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 |
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| **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 |
| Results logo | **Think and Solve Problems**Think, analyse and consider the broader context to develop practical solutions | * Identify the facts and type of data needed to understand a problem or explore an opportunity
* Research and analyse information to make recommendations based on relevant evidence
* Identify issues that may hinder the completion of tasks and find appropriate solutions
* Be willing to seek input from others and share own ideas to achieve best outcomes
* Generate ideas and identify ways to improve systems and processes to meet user needs
 | Intermediate |
| Business Enablers logo | **Finance**Understand and apply financial processes to achieve value for money and minimise financial risk | * Understand core financial terminology, policies and processes, and display knowledge of relevant recurrent and capital financial measures
* Understand the impacts of funding allocations on business planning and budgets
* Identify discrepancies or variances in financial and budget reports, and take corrective action
* Know when to seek specialist advice and support and establish the relevant relationships
* Make decisions and prepare business cases, paying due regard to financial considerations
 | Adept |
| 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 |
| Business Enablers logo | **Project Management**Understand and apply effective planning, coordination and control methods | * Perform basic research and analysis to inform and support the achievement of project deliverables
* Contribute to developing project documentation and resource estimates
* Contribute to reviews of progress, outcomes and future improvements
* Identify and escalate possible variances from project plans
 | Intermediate |

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| **Focus Occupation Specific Capabilities**  |
|  | **Capability name**Capability description | **Capability Set** | **Level** |
| **Property acquisition professional knowledge**Understanding of property acquisition in accordance with the governing legislation relating to the acquisition of land on just terms by authorities of the State, and apply property acquisition standards focused on fairness, access to information and assistance, consistency and transparency. | Demonstrate knowledge of the process, procedural and legislative requirements that support the acquisition of property by both agreement and compulsory process.Clearly and concisely articulate the acquisition process, procedures and legislation so that all parties understand their rights and responsibilities.Direct the appropriate valuation method or particular approach to different asset types and specific situations. Produce recommendations and letters of offer, and ensure interest holders are paid in accordance with governing legislation and policy/regulatory requirements.Expertly prepare documentation including commencement letters, contracts, briefing notes and government notices for the acquisition of property.Implement, supervise and review acquisition, conveyancing, land titling and valuation processes to ensure that they comply with relevant policy, standards and legislation. | Level 3 |
| **Evaluation and negotiation**Take the acquisition project from inception to a deliverable solution, selecting strategies that address the complexity of the acquisition and its acquiring agency, industry and compliance situation. | Apply a systematic and robust method to comparing, assessing and reaching agreement on property and business valuation reports.Apply advanced negotiation skills throughout the acquisition process to ensure transactions are fair, respectful, equitable, and completed within mandated timelines.Demonstrate expert knowledge of preparing, reviewing and evaluating the property valuation report and apply analytical and observational skills to complete an analysis.Work in an environment of uncertainty and change and be agile in decision making during multi-party negotiations. Develop negotiation strategies for complex and large acquisition projects, and use these effectively to deliver optimal outcomes. | Level 3 |

# 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 |
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| **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  |  |  |  |
| 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 |  |  |  |
| Demonstrate Accountability | Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines | Intermediate |
| Business Enablers logo |  |  |  |
| Technology | Understand and use available technologies to maximise efficiencies and effectiveness | Foundational |