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| **Portfolio** | Communities and Justice  |
| **Department** | Department of Communities and Justice |
| **Division/Branch/Unit** | Corporate Services / Infrastructure & Assets / Programs and Partnerships - Communities |
| **Location** | Parramatta / Sydney |
| **Classification/Grade/Band** | Clerk Grade 11/12 |
| **Role Number** | TBC |
| **ANZSCO Code** | 511112 |
| **PCAT Code** | 1222292 |
| **Date of Approval** | 9 May 2025 | **Ref: IA0178** |
| **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 Manager Operations, Workplace Hubs, leads the management and delivery of building and Workplace Operations and facilities within a portfolio of Workplace Hubs (Sydney Metro) and centralised workplace support (Regional NSW), responding to current and future workplace service delivery requirements and ongoing requirements. This role ensures that DCJ employees have access to modern, efficient, and flexible workspaces, supporting a productive, inclusive, and collaborative environment.

The role leads a team focused on the implementation of workplace strategies, service delivery, performance reporting and continuous improvement of services to meet the evolving needs of the DCJ workforce.

# Key accountabilities

* Lead and direct a team / contracted service providers in the operational management of Workplace Hub and Centralised Workplace Support facilities delivered within agreed service level agreements and to ensure compliance with workplace health and safety, sustainability and accessibility policies.
* Build and maintain strong relationships with key internal and external stakeholders, including other government departments, senior leaders, contractors, and service providers. Ensure clear communication and alignment across all stakeholders regarding workplace needs, issues management, changes, and improvements.
* Coordinate and oversee workplace processes, systems, and portfolio performance reporting, offering innovative system solutions, to facilitate the optimisation of office spaces, ensuring effective use of resources, adherence to space planning principles, and alignment with employee usage patterns and emerging trends in the hybrid work model.
* Develop, manage, and monitor the budget, ensuring resources are used efficiently, and costs are controlled. Identify opportunities for cost savings while ensuring the delivery of high-quality, customer centric services.
* Ensure that all Workplace Hubs comply with relevant NSW government regulations, health and safety standards, and environmental policies. Identify and mitigate potential risks related to workplace management, including health, safety, and security risks.
* Drive a culture of continuous improvement initiatives in workplace services and processes, using data, feedback, and industry trends to innovate and enhance service delivery, space utilisation, and employee experiences.
* Ensure that workplace services and spaces foster employee wellbeing and engagement, promoting a healthy, inclusive, and productive work environment. Implement initiatives that support employees’ requirements and maintain high levels of customer satisfaction.
* Identify business systems and workplace services projects to improve customer experience and the workplace function, leading project scoping, implementation and reporting to deliver human centred outcomes to ensure efficiencies and innovation in the workplace.

# Key challenges

* Leading and motivating a team which manages a large volume of customer queries to a high, consistent level and ensuring the team maintain effective relationships with customers and supporting and influencing staff to embrace working in an agile environment.
* Balancing the needs and expectations of various stakeholders. Different business units may have conflicting priorities in terms of office space utilisation, workplace amenities, or budget constraints.
* Ensuring that physical office space is utilised effectively. Overseeing space optimisation, reducing underutilised areas, and managing fluctuating employee numbers in the office requires data-driven decision-making.
* Identifying and resolving emerging facility and site issues; and addressing maintenance issues within the building managers and contractors.

# Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Director Programs and Partnerships - Communities and I&A Executive | * Receive instructions, escalate issues and provide feedback.
* Collaboratively works on Workplace Services strategies and key initiatives.
* Escalate site issues that may impact on DCJ service delivery.
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| Internal I&A Stakeholders | * Provide information regarding the strategic direction for Workplace Hubs and Centralised Workplace Support.
* Provide direction and guidance regarding program implementation, projects and activities.
* Exchange portfolio performance information and provides regular advice in relation to the progress of various projects and activities.
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| DCJ Customers | * Provide a client-focused approach to service delivery.
* Coordinate a consistent approach to building operations and workplace management, utilisation and maintenance.
* 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
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| **External** |  |
| External Agencies | * Coordinate a consistent approach to building operations and workplace management, utilisation and maintenance.
* Liaison to maintain knowledge of property management related standards and best practice principles in the development and implementation of projects.
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| Contracted service providers | * Provide broad guidance, advice and exchange information.
* Manage team and outsourced service providers to deliver workplace services to agreed service levels and to ensure mitigation of financial, operational and reputational risk.
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| Trades/Contractors | * Utilise outsourced service provider to arrange repairs and maintenance.
* Utilise outsourced service provider to contract trades
* Review and approve works packages and quotes. Provide departmental protocol and compliance guidance.
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| Suppliers | * Purchasing facility related items.
* Liaison to understand the progress and delivery of services on site.
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# Role dimensions

## Decision making

* The role operates with a high level of autonomy with respect to managing their own work and is fully accountable for the delivery of work tasks and projects on time, within budget and to expectations in terms of quality, deliverables and outcomes.
* Plans, leads and organises the work of the team to achieve agreed business objectives and performance criteria, within approved work and project plans, and across business units, divisions, and functional areas.
* 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.
* Submits reports, analyses, briefings and other forms of written advice in final form with minimal input required from the Director.

## Reporting line

## The role reports to the Director, Programs and Partnerships

## Direct reports

Up to 5 direct reports.

## Budget/Expenditure

TBC

# Key knowledge and experience

* Extensive knowledge and experience in facility and/or asset management
* Strong customer relationship management skills

# Essential requirements

* Tertiary qualifications in a property or related discipline and/or equivalent workplace management knowledge, skills and experience.
* Current NSW Drivers Licence

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** |
|  | **Display Resilience and Courage**Be open and honest, prepared to express your views, and willing to accept and commit to change | * Remain composed and calm and act constructively in highly pressured and unpredictable environments
* Give frank, honest advice in response to strong contrary views
* Accept criticism of own ideas and respond in a thoughtful and considered way
* Welcome new challenges and persist in raising and working through novel and difficult issues
* Develop effective strategies and show decisiveness in dealing with emotionally charged situations and difficult or controversial issues
 | Advanced |
|  | **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 |
|  | **Influence and Negotiate**Gain consensus and commitment from others, and resolve issues and conflicts | * Negotiate from an informed and credible position
* Lead and facilitate productive discussions with staff and stakeholders
* Encourage others to talk, share and debate ideas to achieve a consensus
* Recognise diverse perspectives and the need for compromise in negotiating mutually agreed outcomes
* Influence others with a fair and considered approach and sound arguments
* Show sensitivity and understanding in resolving conflicts and differences
* Manage challenging relationships with internal and external stakeholders
* Anticipate and minimise conflict
 | Adept |
|  | **Think and Solve Problems**Think, analyse and consider the broader context to develop practical solutions | * Undertake objective, critical analysis to draw accurate conclusions that recognise and manage contextual issues
* Work through issues, weigh up alternatives and identify the most effective solutions in collaboration with others
* Take account of the wider business context when considering options to resolve issues
* Explore a range of possibilities and creative alternatives to contribute to system, process and business improvements
* Implement systems and processes that are underpinned by high- quality research and analysis
* Look for opportunities to design innovative solutions to meet user needs and service demands
* Evaluate the performance and effectiveness of services, policies and programs against clear criteria
 | Advanced |
|  | **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 |
|  | **Optimise Business Outcomes**Manage people and resources effectively to achieve public value | * Initiate and develop longer-term goals and plans to guide the work of the team in line with organisational objectives
* Allocate resources to ensure the achievement of business outcomes and contribute to wider workforce planning
* When planning resources, implement processes that encourage the attraction and retention of people of diverse cultures, backgrounds and experiences
* Ensure that team members base their decisions on a sound understanding of business and risk management principles, applied in a public sector context
* Monitor performance against standards and take timely corrective actions
* Keep others informed about progress and performance outcomes
 | 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** |
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| **Capability Group/Sets** | **Capability Name** | **Description** | **Level**  |
| Personal Attributes logo |  |  |  |
| Act with Integrity | Be ethical and professional, and uphold and promote the public sector values | Adept |
| Manage Self | Show drive and motivation, an ability to self-reflect and a commitment to learning | Adept |
| Value Diversity and Inclusion | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Intermediate |
| Relationships logo  |  |  |  |
| Commit to Customer Service | Provide customer-focused services in line with public sector and organisational objectives | Adept |
| Work Collaboratively | Collaborate with others and value their contribution | Adept |
| Results logo |  |  |  |
| Deliver Results  | Achieve results through the efficient use of resources and a commitment to quality outcomes | Adept |
| Plan and Prioritise | Plan to achieve priority outcomes and respond flexibly to changing circumstances | 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 | Intermediate |
| Procurement and Contract Management | Understand and apply procurement processes to ensure effective purchasing and contract performance | Adept |
| People Management logo |  |  |  |
| Manage and Develop People | Engage and motivate staff, and develop capability and potential in others | Adept |
| Inspire Direction and Purpose | Communicate goals, priorities and vision, and recognise achievements | Intermediate |
| Manage Reform and Change | Support, promote and champion change, and assist others to engage with change | Intermediate |