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| **Portfolio** | Communities and Justice  |
| **Department** | Department of Communities and Justice |
| **Division/Branch/Unit** | Corporate Services/Infrastructure & Assets/Programs & Partnerships - Communities |
| **Location** | Parramatta |
| **Classification/Grade/Band** | Clerk Grade 7/8 |
| **Role Number** | TBC |
| **ANZSCO Code** | 172331 |
| **PCAT Code** | 1552492 |
| **Date of Approval** | 22 April 2025 | **Ref:** **IA0177** |
| **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

Maintain and support the ongoing management, delivery of building operations, facilities, smart technology, responses to workplace service requirements and to develop and maintain internal and external tenant relationships while providing high quality advice and assistance.

# Key accountabilities

* Collaborates with the building operations team/contracted service providers in the operational management of workplace facilities and delivering within agreed service level agreements while ensuring compliance with workplace health and safety, sustainability and accessibility policies.
* Maintain effective relationships with service providers, tenants and stakeholders to support the effective delivery of the DCJ Accommodation strategy, Touchdown, Workplace services, building operations and infrastructure management.
* Supervises and review building operation and maintenance of policies, and standards to facilitate the management of workplace services in compliance with NSW government standards.
* Collaborate and partner with colleagues to ensure the ongoing development, implementation and maintenance of facilities and ICT services and infrastructure to meet the needs of tenants and customers.
* Perform audits and reviews of the building infrastructure while working closely with the building developer to rectify defects in accordance with the contract warranty and establish and maintain key relationships with stakeholders to ensure value for money and outcomes are reflective departmental needs.
* Participates in a culture of continuous improvement by embracing opportunities and innovations that lead to improved workplace service delivery, technology efficiency and integration to more effective uses of building resources and facilities.
* Manage and foster the delivery of a positive environment for tenants in the reception, common meeting rooms and public areas, creating spaces that the tenant community can access, measured by overall customer satisfaction.

# Key challenges

* Working in a multi-disciplinary team and contract service provision in a high volume and evolving environment, while managing the expectations of a wide range of stakeholders and tenants with potentially conflicting priorities.
* Working closely with colleagues within Corporate Services to develop building management policy, procedures and business processes to ensure efficient and effective service delivery, outputs and outcomes in a climate of finite resources.
* Identifying and resolving emerging facility and site issues; and addressing maintenance issues within the building managers and contractors.

# Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Manager Workplace Services | * Provide expert advice and reporting on the status of tasks
* Receive instructions as required
* Escalate issues as required
* Provide advice and report on progress of objectives and discuss future directions
* Identify emerging issues or risks and their implications and propose solutions
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| Team members / contracted service providers | * Provide broad guidance, advice and exchange information
* Manage team and outsource service providers to deliver workplace services to agreed service levels and to ensure mitigation of financial, operational and reputational risk
* Contribute to a client-focused approach to service delivery
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| Corporate Services | * Collaborate to provide and obtain broad guidance, advice, support and exchange information with regard to procurement, contract management and ICT.
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| Internal Tenants and Customers | * Provides a client-focused approach to service delivery
* Provides support and advice
* Coordinate a consistent approach to building operations and workplace management, utilisation and maintenance
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| **External** |  |
| External Tenants and Customers | * Provides support and advice
* Coordinate a consistent approach to building operations and workplace management, utilisation and maintenance
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| Trades / Contractors | * Utilise outsourced service provider to arrange repairs and maintenance
* Utilise outsourced service provider to contract trades for maintenance projects through agreed procurement method
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| Suppliers  | * Purchasing facility related items
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# Role dimensions

## Decision making

* Organises their day-to-day work program.
* Devise an appropriate method for handling issues, working closely with the Manager, and determine who to consult and what weight to give to different views, advice and information received.
* Refers to the Manager those decisions with involve the management of contentious issues or potential risk to the Department’s brand and image, or which require a higher delegation or approval.

## Reporting line

## The role reports to the Manager, Workplace Services

## Direct reports

Up to 2 direct reports

## Budget/Expenditure

TBA

# Key knowledge and experience

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

# Essential requirements

* Tertiary qualifications in a property or related discipline and/or equivalent knowledge, skills and experience.

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** |
|  | **Act with Integrity** Be ethical and professional, and uphold and promote the public sector values  | * Represent the organisation in an honest, ethical and professional way and encourage others to do so
* Act professionally and support a culture of integrity
* Identify and explain ethical issues and set an example for others to follow
* Ensure that others are aware of and understand the legislation and policy framework within which they operate
* Act to prevent and report misconduct and illegal and inappropriate behaviour
 | Adept |
|  | **Commit to Customer Service** Provide customer-focused services in line with public sector and organisational objectives  | * Promote a customer-focused culture in the organisation and consider new ways of working to improve customer experience
* Ensure systems are in place to capture customer service insights to improve services
* Initiate and develop partnerships with customers to define and evaluate service performance outcomes
* Promote and manage alliances within the organisation and across the public, private and community sectors
* Liaise with senior stakeholders on key issues and provide expert and influential advice
* Identify and incorporate the interests and needs of customers in business process design and encourage new ideas and innovative approaches
* Ensure that the organisation’s systems, processes, policies and programs respond to customer needs
 | Adept |
|  | **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
 | Intermediate |
|  | **Demonstrate Accountability** Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines  | * Assess work outcomes and identify and share learnings to inform future actions
* Ensure that own actions and those of others are focused on achieving organisational outcomes
* Exercise delegations responsibly
* Understand and apply high standards of financial probity with public monies and other resources
* Identify and implement safe work practices, taking a systematic risk management approach to ensure own and others’ health and safety
* Conduct and report on quality control audits
* Identify risks to successfully achieving goals, and take appropriate steps to mitigate those risks
 | Adept |
|  | **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
 | Intermediate |
|  | **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
 | 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 |
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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 |
| 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  |  |  |  |
| Communicate Effectively | Communicate clearly, actively listen to others, and respond with understanding and respect | Adept |
| 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 |  |  |  |
| Deliver Results | Achieve results through the efficient use of resources and a commitment to quality outcomes | Adept |
| Think and Solve Problems | Think, analyse and consider the broader context to develop practical solutions | Intermediate |
| Business Enablers logo |  |  |  |
| Finance | Understand and apply financial processes to achieve value for money and minimise financial risk | Foundational |
| Technology | Understand and use available technologies to maximise efficiencies and effectiveness | Foundational |
| Procurement and Contract Management | Understand and apply procurement processes to ensure effective purchasing and contract performance | Intermediate |

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| --- | --- | --- | --- |
| People Management logo |  |  |  |
| Inspire Direction and Purpose | Communicate goals, priorities and vision, and recognise achievements | Foundational |
| Optimise Business Outcomes | Manage people and resources effectively to achieve public value | Foundational |
| Manage Reform and Change | Support, promote and champion change, and assist others to engage with change | Foundational |