

Role Description

Asset Performance Officer



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|---------------------------|--|
| Cluster | Department Communities & Justice |
| Department/Agency | Homes NSW |
| Division/Branch/Unit | Housing Portfolio / Portfolio Management (Assets) |
| Classification/Grade/Band | Administration & Clerical Grade 5/6 |
| ANZSCO Code | 511112 |
| PCAT Code | 1119192 |
| Date of Approval | 18 September 2023 |
| Agency Website | www.nsw.gov.au/departments-and-agencies/homes-nsw |

Agency overview

The NSW Government is determined to make NSW a place where everyone has access to safe and secure housing, and where experiences of homelessness are rare, brief and non-recurring.

Homes NSW is a division of the Department of Communities and Justice. It brings together the housing and homelessness functions of the Department of Communities and Justice, the NSW Land and Housing Corporation, Aboriginal Housing Office and key worker housing functions from across government all under one roof.

Homes NSW leads work to deliver more social and affordable housing, end the cycle of homelessness, and deliver quality public housing to our 262,000 tenants across NSW.

As a single division, we are streamlining services to ensure we meet the needs of the people we support, with empathy, efficiency and effectiveness. We are elevating the voice of people with lived experience of social housing, housing services and homelessness.

We strive for excellence in service delivery and partner with all levels of government, sector and communities to address the housing crisis.

Most importantly, Homes NSW puts people at the heart – including our staff. Working for us means you are joining a division where your expertise and skills will be valued.

Primary purpose of the role

Undertake and report on field inspection activities/outcomes to scope and monitor the delivery of work and verify contractor compliance with maintenance contract requirements.

Key accountabilities

- Deliver timely, accurate and effective scoping of works by adhering to the scoping program.
- Develop, implement and manage a planned maintenance program using Property Assessment Survey (PAS) data and local knowledge for allocated properties.
- Ensure appropriate delivery of works and develop action plans to address work issues when necessary.



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- Ensure compliance with Australian Building Codes, Housing Portfolio standards, policies and contract requirements when assigning work to contractors.
- Conduct timely, accurate inspections according to the program and standards, maintaining records of inspections and required actions.
- Build and maintain positive relationships with contractors to facilitate effective inspection and maintenance programs.
- Identify and resolve compliance issues in collaboration with contractors, issuing necessary notices when required.
- Report emerging issues to management and provide recommendations to improve asset program delivery and minimise impacts.

Key challenges

- Managing the challenges of interacting with tenants on a regular basis and balancing tenant issues with the need to meet inspection program requirements.
- Remaining professional, firm and fair, particularly in situations where non-compliance has been identified and conflict is possible.
- Maintaining the necessary balance between field and office work so that field inspections are completed to program and appropriate records are kept up to date.
- Awareness of available budgets and the maintenance requirements of assets when developing the Program of Works for allocated properties.
- Ensuring that all relevant information, including AHO upgrade program implications, contractor capacity and Ministerial imperatives, are taken into account when sequencing Programs of Work.

Key relationships

Internal

| Who | Why |
|------------------------------|--|
| Asset Performance Supervisor | <ul style="list-style-type: none"> • Receive broad guidance, exchange information and escalate issues |
| Asset Performance Lead | <ul style="list-style-type: none"> • Receive broad guidance, exchange information and escalate issues |
| Contract Manager | <ul style="list-style-type: none"> • Receive broad guidance, exchange information and escalate issues |

External

| Who | Why |
|-------------|---|
| Contractors | <ul style="list-style-type: none"> • Build and maintain effective professional relationships, work collaboratively |
| Tenants | <ul style="list-style-type: none"> • Positive customer experience and clear communication |



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Role dimensions

Decision making

Expected to operate with autonomy within the context of agreed work assignments and is fully accountable for the quality, integrity and accuracy of advice provided.

The ability to exercise delegations are subject to:

- restrictions outlined in the delegation schedule and/or guidelines,
- any direction, policy or procedure provided from your reporting officer (or higher) restricting your use of delegations.

Reporting line

Asset Performance Supervisor.

Direct reports

Nil.

Budget/Expenditure

This is a general financial limit and does not apply to every delegation. Refer to the Financial Delegations on the Housing Portfolio intranet.

Key knowledge and experience

- Sound building experience or exposure, together with experience in contract administration including preparing quotations or estimates.
- Knowledge of Contract requirements, standards and policies together with the capacity to interpret and apply Contract requirements, standards and policies.
- Current working knowledge of the Australian Building Codes.
- Intermediate MS Word and Excel with MS Project skills.

Essential requirements

- Understanding of the Australian Building Codes, Australian Standards, Government or commercial probity and contracting standards.
- Relevant qualification and/or sound construction building maintenance and/or building construction experience/exposure, together with field inspection experience and measurement of performance against standards.
- Current driver's license.
- Desirable – experience in compliance inspections of building essential services.

Capabilities for the role

The [NSW public sector 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.

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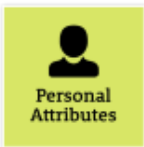
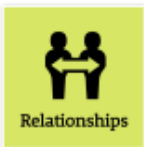
The capabilities are separated into focus capabilities and complementary capabilities

Focus capabilities

Focus capabilities are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

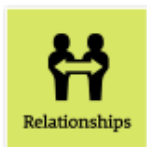
The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

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 | <ul style="list-style-type: none"> • Represent the organisation in an honest, ethical and professional way • Support a culture of integrity and professionalism • Understand and help others to recognise their obligations to comply with legislation, policies, guidelines and codes of conduct • Recognise and report misconduct and illegal and inappropriate behaviour • Report and manage apparent conflicts of interest and encourage others to do so | Intermediate |
|  | Communicate Effectively Communicate clearly, actively listen to others, and respond with understanding and respect | <ul style="list-style-type: none"> • Focus on key points and speak in plain English • Clearly explain and present ideas and arguments • Listen to others to gain an understanding and ask appropriate, respectful questions • Promote the use of inclusive language and assist others to adjust where necessary • Monitor own and others' non-verbal cues and adapt where necessary • Write and prepare material that is well structured and easy to follow • Communicate routine technical information clearly | Intermediate |

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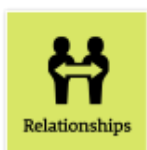


Work Collaboratively

Collaborate with others and value their contribution

- Build a supportive and cooperative team environment
- Share information and learning across teams
- Acknowledge outcomes that were achieved by effective collaboration
- Engage other teams and units to share information and jointly solve issues and problems
- Support others in challenging situations
- Use collaboration tools, including digital technologies, to work with others

Intermediate

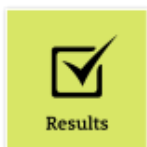


Influence and Negotiate

Gain consensus and commitment from others, and resolve issues and conflicts

- Use facts, knowledge and experience to support recommendations
- Work towards positive and mutually satisfactory outcomes
- Identify and resolve issues in discussion with other staff and stakeholders
- Identify others' concerns and expectations
- Respond constructively to conflict and disagreements and be open to compromise
- Keep discussions focused on the key issues

Intermediate



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



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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







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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 are not relevant for recruitment purposes however may be relevant for future career development.

| Capability group/sets | Capability name | Description | Level |
|---|-------------------------------------|--|--------------|
|  | 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 | Intermediate |
|  | Value Diversity and Inclusion | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Foundational |
|  | Commit to Customer Service | Provide customer-focused services in line with public sector and organisational objectives | Intermediate |
|  | Deliver Results | Achieve results through the efficient use of resources and a commitment to quality outcomes | Intermediate |
|  | Plan and Prioritise | Plan to achieve priority outcomes and respond flexibly to changing circumstances | Foundational |
|  | Demonstrate Accountability | Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines | Foundational |
|  | 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 |