

ROLE DESCRIPTION

Senior Development Manager

Portfolio	Communities and Justice	
Department	Department of Communities and Justice	
Division/Branch/Unit	Homes NSW / Housing Portfolio/Portfolio Delivery / Delivery South	
Location	Parramatta	
Classification/Grade/Band	Clerk Grade 11/12	
Role Number	TBC	
ANZSCO Code	139999	
PCAT Code	1229192	
Date of Approval	December 2021	Ref: HPORT 106
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.

Homes NSW 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

Leads project teams responsible for new supply creation, financial and economic viability assessment, project planning/ programming, design co-ordination, development and financial control of projects. The role identifies and builds relationships with targeted community, public and private stakeholders to forge, secure and deliver social housing.

Key accountabilities

- Deliver social housing projects, through a range of delivery mechanisms including partnering with the private, not-for-profit and the community housing sector to deliver outcomes in line with Homes NSW objectives.
- Establish and proactively manage positive working relationships with project stakeholders, including business partners, contractors, external consultants and other Government Agencies to guide contributions, manage expectations, report progress, leverage knowledge and foster long term relationships.
- Develop and manage a range of projects through the project lifecycle, ensuring effective planning, stakeholder management, and operative financial and risk management processes, to guide project delivery in meeting business objectives. Drive project outcomes to ensure all projects are scoped, planned, costed, resourced, managed to deliver outcomes, and aligned with program objectives and client needs.
- Plan, manage, monitor, report and coordinate governance arrangements to ensure financial, cost, time and quality of planning, approvals and project implementation occurs in line with quality assurance practices.
- Identify, analyse and advise on legal, regulatory and operational risks to projects and initiatives, and develop, communicate and implement risk mitigation plans and strategies.
- Drive a culture of innovation and collaboration and evaluate, share and implement industry best practices to ensure continuous improvement in processes, procedures and activities.
- Prepare a range of strategic and operational documentation, including briefing papers, discussion papers, reports, submissions and responses to provide and seek information from project stakeholders.
- Provide advice and support to Executive Leadership Team on the development, implementation, management and reporting of projects.

Key challenges

- Leading renewals large scale programs within a complex political, economic and social landscape and identifying and managing opportunities, risks, benefits and priorities to position Homes NSW to deliver optimal initiative and program outcomes, within policy and compliance parameters.
- Ensuring all projects meet milestones, achieve objectives, are managed within budget given the high volume work environment and demands resulting from tight timeframes and competing priorities; are aligned with Homes NSW strategic direction and linkages and dependencies with other programs, projects and initiatives are identified and addressed.
- Establishing and managing the myriad of relationships with key internal and external stakeholders to deliver project outcomes.

Key relationships

Who	Why
Internal	
Homes NSW Executive Team	• Receive broad guidance, professional support, provide expert advice and exchange information • Consult, collaborate, gain approvals, and obtain feedback, negotiate and manage situations. • Provide leadership, specialist advice, solutions, options, recommendations, evaluations and analysis/commentary on project matters
LAHC Executive Team	• Receive broad guidance, professional support, provide expert advice and exchange information • Consult, collaborate, gain approvals, and obtain feedback, negotiate and manage situations. • Provide leadership, specialist advice, solutions, options, recommendations, evaluations and analysis/commentary on project matters
Design Managers, Architects, Surveyors, Planners, Assets, Strategy, Policy holders	• Provide expert advice, influence decision making, build collaborative strategic alliances and partnerships to identify opportunities and facilitate innovation
LAHC colleagues across functions	• Provide advice and exchange information.
External	
Existing and potential community, public and private stakeholders, including politicians, lobby groups existing and potential project partners, technical experts and suppliers	• Represent Homes NSW interests, provide expert advice, influence decision making, build collaborative strategic alliances and partnerships to identify opportunities and facilitate innovation

Role dimensions

Decision making

The Senior Development Manager is accountable for the quality, accuracy and integrity of the content of advice provided and for the delivery of assigned projects for self and team on time and at or below allocated budgets.

Reporting line

The role reports to the Development Director

Direct reports

0-2 (as per Organisational chart)

Budget/Expenditure

Nil

Key knowledge and experience

- Thorough knowledge and understanding of private sector property and construction development processes.
- Understanding of the machinery of government, the policy process and the relevant statutory requirements that underpin Homes NSW's operations
- Extensive project management skills and experience.

Essential requirements

- Tertiary qualifications in construction management, property development or relevant business discipline.
- The role may involve travel both locally and regionally, including overnight travel, as required by the business and/or directed.

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](#) 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	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	Advanced

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
		• 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	
 Personal Attributes	Act with Integrity Be ethical and professional, and uphold and promote the public sector values	• Model the highest standards of ethical and professional behaviour and reinforce their use • Represent the organisation in an honest, ethical and professional way and set an example for others to follow • Promote a culture of integrity and professionalism within the organisation and in dealings external to government • Monitor ethical practices, standards and systems and reinforce their use • Act promptly on reported breaches of legislation, policies and guidelines	Advanced
 Relationships	Communicate Effectively Communicate clearly, actively listen to others, and respond with understanding and respect	• Tailor communication to diverse audiences • Clearly explain complex concepts and arguments to individuals and groups • Create opportunities for others to be heard, listen attentively and encourage them to express their views • Share information across teams and units to enable informed decision making • Write fluently in plain English and in a range of styles and formats • Use contemporary communication channels to share information, engage and interact with diverse audiences	Adept
 Relationships	Influence and Negotiate Gain consensus and commitment from others, and resolve issues and conflicts	• Influence others with a fair and considered approach and present persuasive counter-arguments • Work towards mutually beneficial 'win-win' outcomes • Show sensitivity and understanding in resolving acute and complex conflicts and differences • Identify key stakeholders and gain their support in advance	Advanced

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
		- Establish a clear negotiation position based on research, a firm grasp of key issues, likely arguments, points of difference and areas for compromise - Anticipate and minimise conflict within the organisation and with external stakeholders	
 Results	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
 Results	Plan and Prioritise Plan to achieve priority outcomes and respond flexibly to changing circumstances	- Understand the links between the business unit, organisation and the whole-of-government agenda - Ensure business plan goals are clear and appropriate and include contingency provisions - Monitor the progress of initiatives and make necessary adjustments - Anticipate and assess the impact of changes, including government policy and economic conditions, on business plans and initiatives and respond appropriately - Consider the implications of a wide range of complex issues and shift business priorities when necessary - Undertake planning to help the organisation transition through change	Advanced

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
 Business Enablers	Project Management Understand and apply effective planning, coordination and control methods	initiatives, and evaluate progress and outcomes to inform future planning • 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
	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	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Highly Advanced
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Adept
 Relationships	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	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

COMPLEMENTARY CAPABILITIES			
Capability Group/Sets	Capability Name	Description	Level
 Business Enablers	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	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	Adept
	Manage Reform and Change	Support, promote and champion change, and assist others to engage with change	Intermediate