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| **Portfolio** | Communities & Justice  |
| **Agency** | Department of Communities and Justice |
| **Division/Branch/Unit** | Homes NSW / Housing Contact Centre  |
| **Location** | Various |
| **Classification/Grade/Band** | Clerk Grade 2-4 |
| **ANZSCO Code** | 541112 |
| **PCAT Code** | 1119192 |
| **Date of Approval** | 7 March 2024 | **REF: HCC027** |
| **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**

Deliver maintenance solutions to vulnerable people in NSW through the identification and coordination of maintenance works orders to ensure that maintenance and modifications requests are efficiently actioned to meet the complex needs of clients whilst maintaining services to agreed standards.

**Key accountabilities**

* Develop and maintain knowledge of facilities maintenance practices to triage, record and resolve client requests for maintenance with the appropriate works orders to enable efficient and positive client outcomes.
* Log, analyse, and track maintenance requests to efficiently co-ordinate and process workorder requests for repairs, maintenance for clients, taking initiative to get involved in special, complex, and time-consuming client requests to ensure efficient and effective service.
* Promote, encourage and support client usage of maintenance app as an alternative method to complete transactions.
* Respond to phone and online enquiries to provide accurate and appropriate information about Homes NSW Maintenance services which meet their immediate and complex needs.
* Undertake outbound calls to clients to facilitate effective organisation of maintenance activities in a timely manner.
* Contribute to continuous improvement initiatives through new ideas and identification of opportunities to improve the efficiency of work processes and the implementation of changes in service delivery.
* Demonstrate a commitment to risk management, equity and diversity, work health and safety (WHS), and ethical practices.

**Key challenges**

* Identifying client maintenance requests accurately, rapidly and effectively enabling identification of specific needs to provide accurate work order requests in a high volume environment.
* Building professional knowledge and understanding maintenance functions and capability requirements in order to develop tailored appropriate solutions.
* Creating a positive client experience by maintaining a professional and friendly manner, taking ownership of maintenance requests first time, to ensure client satisfaction as a priority.

**Key Relationships**

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| **Who Why** |  |
| **Internal** |
| Line Manager | * Report directly to Line manager
* Seek direction, advice and support.
* Provide information and feedback
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| Team Members | * Provide information and advice.
* Provide an effective and valuable two-way liaison
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| Other Homes NSW Divisions | * Liaise to ensure the provision of timely and accurate advice when requested.
* Develop and maintain effective working relationships.
* Negotiate/agree on timeframes.
* Establish a network within the division to test tailored solutions in a safe ‘test’ environment.
* Enlist change managers and regional trainers into their delivery strategies for the tailored learning and development solutions.
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| **External** |  |
| Stakeholders | * Liaise to ensure consistent engagement with service delivery planning and service providers.
* Develop and maintain effective working relationships.
* Negotiate/agree on timeframes
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**Role dimensions**

**Decision making**

* Works with some supervision to set priorities of own workload in alignment with management.
* With some management guidance develops a suitable approach in managing workload and provision of advice and input team planning and projects.
* Responsible for determining own actions undertaken, within government and legislative policies, and for ensuring quality control in the implementation of own workload.
* Ensures a course of action is suitable and based on sound evidence, as required to management or senior staff in the absence of complete information or where expert advice is required.

Refer to the Homes NSW Delegations for specific financial and/or administrative delegations for this role.

**Reporting line**

Reports to Team Leader

**Direct reports**

Nil

**Budget/Expenditure**

Nil

**Key knowledge and experience**

* Current working knowledge of the Australian Building Code and Australian Standards

**Essential requirements**

* Relevant qualification and/or sound construction maintenance and/or building construction experience/exposure.

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 | * Adapt existing skills to new situations.
* Show commitment to achieving work goals.
* Show awareness of own strengths and areas for growth and develop and apply new skills.
* Seek feedback from colleagues and stakeholders.
* Stay motivated when tasks become difficult
 | Intermediate |
| Relationships logo  | **Communicate Effectively**Communicate clearly, actively listen to others, and respond with understanding and respect | * 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 |
| Relationships logo  | **Commit to Customer Service**Provide customer-focused services in line with public sector and organisational objectives | * Focus on providing a positive customer experience.
* Support a customer-focused culture in the organisation.
* Demonstrate a thorough knowledge of the services provided and relay this knowledge to customers.
* Identify and respond quickly to customer needs.
* Consider customer service requirements and develop solutions to meet needs.
* Resolve complex customer issues and needs.
* Cooperate across work areas to improve outcomes for customers
 | Intermediate |
| Results logo | **Think and Solve Problems**Think, analyse and consider the broader context to develop practical solutions | * Ask questions to explore and understand issues and problems.
* Find and check information needed to complete own work tasks.
* Identify and inform supervisor of issues that may have an impact on completing tasks.
* Escalate more complex issues and problems when these are identified.
* Share ideas about ways to improve work tasks and solve problems.
* Consider user needs when contributing to solutions and improvements
 | Foundational |
| Business Enablers logo | **Technology**Understand and use available technologies to maximise efficiencies and effectiveness | * Demonstrate a sound understanding of technology relevant to the work unit and identify and select the most appropriate technology for assigned tasks.
* Use available technology to improve individual performance and effectiveness.
* Make effective use of records, information and knowledge management functions and systems.
* Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies
 | 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 | Foundational |
| Act with Integrity | Be ethical and professional, and uphold and promote the public sector values | Foundational |
| Value Diversity and Inclusion | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Foundational |
| Relationships logo  |  |  |  |
| Work Collaboratively | Collaborate with others and value their contribution | Foundational |
| Influence and Negotiate | Gain consensus and commitment from others, and resolve issues and conflicts | Foundational |
| Results logo |  |  |  |
| Deliver Results | Achieve results through the efficient use of resources and a commitment to quality outcomes | Foundational |
| 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 |
| Business Enablers logo |  |  |  |
| Finance | Understand and apply financial processes to achieve value for money and minimise financial risk | Foundational |
| Procurement and Contract Management | Understand and apply procurement processes to ensure effective purchasing and contract performance | Foundational |
| Project Management | Understand and apply effective project planning, coordination and control methods | Foundational |