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| **Portfolio**  | Communities and Justice |
| **Department** | Department of Communities and Justice |
| **Division/Branch/Unit** | Homes NSW / Disaster Welfare & Business Continuity/ Procurement |
| **Location** | Parramatta |
| **Classification/Grade/Band** | Clerk Grade 9/10 |
| **Role Number** | Various |
| **ANZSCO Code** | 511112 |
| **PCAT Code** | 1119192 |
| **Date of Approval** | 28 May 2025 | **Ref: DW 009** |
| **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

Partner with stakeholders to plan, develop, source and manage procurement arrangements to deliver value for money and effectively meet business outcomes and government directions.

# Key accountabilities

* Undertake business needs assessment, supply market analysis and commercial risk assessments to inform procurement planning and sourcing decisions
* Develop, co-ordinate and lead sourcing activities to establish supply arrangements that meet business needs
* Develop and administer contract management plans, negotiate changes and modifications, supplier performance management and compliance requirements through effective supplier relationships to enhance business outcomes
* Plan and lead contract negotiations in the establishment and review of supply arrangements to deliver value for money procurement outcomes
* Partner with staff from across the organisation providing high level advice and guidance to build expertise in procurement, provide governance and improve procurement practice and outcomes
* Identify, manage and mitigate procurement risks to enable the organisation to meet its obligations and maximise business opportunity
* Document procurement processes, decisions and contractual arrangements fully to provide an audit trail for probity and audit purposes

# Key challenges

* Identifying and promoting ways for the business to manage demand, given that this may involve changes in business unit practices that go beyond procurement
* Continually building professional knowledge in procurement, the business and markets to enhance the expert advice and support provided to procurement decision-makers, given the complexity of procurement legislation and policy and the dynamic nature of markets

# Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Line Manager | * Provide expert advice on procurement strategies and directions and contribute to broader unit issues
* Report on progress towards business objectives, discuss key projects and issues and receive advice
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| Project Team Members | * Collaborate on data management and analysis
* Guide, support, coach and mentor team members
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| Stakeholders | * Collaborate and provide expert advice to contribute to procurement strategies, activities and decision-making
* Provide governance, guidance and support to agency staff/teams undertaking procurement
* Resolve and provide solutions to issues and build capability
 |
| **External** |  |
| Stakeholders | * Consult and collaborate to define mutual interests and determine strategies to achieve their realisation
* Provide advice and information to support procurement decision-making
 |
| Vendors/Service Providers and Consultants | * Gather information to support analyses of markets and suppliers and contract performance
* Explore business opportunities and develop innovative procurement strategies and supply arrangements
* Manage contracts and monitor provision of service to ensure compliance with contracts and service arrangements
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| Other NSW Government Agencies | * Establish networks to enable performance benchmarking, monitor market trends and maintain currency in trends and developments in procurement
* Contribute to cross agency or whole of government projects/programs
* Influence the development of procurement policy, programs and services
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| Professional and Sector Associations | * Exchange information on market developments, performance benchmarking, innovation and other matters of mutual interest
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# Role dimensions

## Decision making

Operates with moderate level of autonomy within a broad framework agreed with the manager. The ability to exercise delegations is subject to delegations and/or guidelines.

As necessary, consults with manager or senior staff on a suitable course of action in matters that are sensitive, high-risk or business-critical, or for those issues that have far reaching implications with respect to resources or quality advice provision. Accountable for the delivery of assigned projects on time and at or below budget and for the quality, integrity and accuracy of advice provided.

## Reporting line

## The role reports to the Principal Procurement Officer, Goods and Services.

## Direct reports

Nil

## Budget/Expenditure

As per Administrative and Financial Delegation Instruments.

# Key knowledge & experience

* Demonstrated in-depth knowledge and recent experience in procurement in NSW Government setting.
* Demonstrated experience in managing strategic and high-volume procurements and having a deep understanding of the NSW Government Procurement Policy Framework.

# Essential requirements

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** |
| Personal Attributes logo | **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 logo  | **Commit to Customer Service**Provide customer-focused services in line with public sector and organisational objectives | * Take responsibility for delivering high-quality customer-focused services
* Design processes and policies based on the customer’s point of view and needs
* Understand and measure what is important to customers
* Use data and information to monitor and improve customer service delivery
* Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers
* Maintain relationships with key customers in area of expertise
* Connect and collaborate with relevant customers within the community
 | Adept |
| Results logo | **Deliver Results**Achieve results through the efficient use of resources and a commitment to quality outcomes | * Seek and apply specialist advice when required
* Complete work tasks within set budgets, timeframes and standards
* Take the initiative to progress and deliver own work and that of the team or unit
* Contribute to allocating responsibilities and resources to ensure the team or unit achieves goals
* Identify any barriers to achieving results and resolve these where possible
* Proactively change or adjust plans when needed
 | Intermediate |
| Business Enablers logo | **Procurement and Contract Management**Understand and apply procurement processes to ensure effective purchasing and contract performance | * Apply legal, policy and organisational guidelines and procedures relating to procurement and contract management
* Develop well-written, well- structured procurement documentation that clearly sets out the business requirements
* Monitor procurement and contract management processes to ensure they are open, transparent and competitive
* Be aware of procurement and contract management risks, and actions to manage or mitigate risk in monitoring contract performance
* Evaluate tenders and select providers in an objective and rigorous way, in line with established guidelines and principles
* Escalate procurement and contract management issues, where required
 | 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 logo |  |  |  |
| Display Resilience and Courage | Be open and honest, prepared to express your views, and willing to accept and commit to change | Advanced |
| Manage Self | Show drive and motivation, an ability to self-reflect and a commitment to learning | Advanced |
| Value Diversity and Inclusion | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Advanced |

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| --- | --- | --- | --- |
| 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 | Adept |
| Influence and Negotiate | Gain consensus and commitment from others, and resolve issues and conflicts | Adept |
| Results logo |  |  |  |
| Plan and Prioritise | Plan to achieve priority outcomes and respond flexibly to changing circumstances | Intermediate |
| Think and Solve Problems | Think, analyse and consider the broader context to develop practical solutions | Intermediate |
| Demonstrate Accountability | Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines | Intermediate |
| 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 | Adept |
| Project Management | Understand and apply effective project planning, coordination and control methods | Adept |