

ROLE DESCRIPTION

Commercial Manager

Portfolio	Communities and Justice	
Department	Department of Communities and Justice	
Division/Branch/Unit	Homes NSW / Housing Portfolio	
Location	TBC	
Classification/Grade/Band	Clerk Grade 9/10	
Role Number	TBA	
ANZSCO Code	TBA	
PCAT Code	TBA	
Date of Approval	April 2022	Ref: HPORT 037
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

The Commercial Manager provides high quality services for commercial, financial transactional and governance aspects of commercial arrangements entered into by the agency ensuring a coordinated approach on property renewal and other programs. This role has a key focus on supporting organisational efficiencies and standardisations, ensuring that agreed processes and practices are adhered to through proactive stakeholder management.

Key accountabilities

- Provide advice on commercial, financial, procurement strategy, and deal structures across projects, transactions and programs, adopting a strategic and risk-based approach.
- Support complex real estate transactions and project procurements.
- Prepare procurement strategies in consultation and collaboration with other Homes NSW Divisions as well as preparation of procurement and evaluation documents.
- Undertake transaction management tasks for complex projects and direct dealings, which in some cases will include managing external transaction consultants and probity advisors.
- Mitigate organisational risks by developing, implementing and maintaining best practice solutions for complex commercial, financial, legal and multi-disciplinary issues.
- Contribute to the delivery of expert, authoritative and responsive advice in commercial negotiations, for program consistency and objectives alignment across the Homes NSW portfolio. Guide teams on the formation of procurement and negotiation strategies, plans and minimum outcome requirements.

Key challenges

- Manage/resolve conflict between competing priorities, policies, programs and stakeholders, and anticipate and address contentious issues and provide accurate advice on complex issues, given the need to collect and assimilate information from a variety of different sources whilst maintaining confidentiality and exercising diplomacy.
- Develop innovative and commercially viable solutions for a Public Trading Enterprise operating within NSW government guidelines, policy and legislative frameworks.
- Establish relationships and manage linkages and complex dependencies with internal stakeholders.

Key relationships

Who	Why
Internal	
Line Manager	<ul style="list-style-type: none"> • Seek direction, advice and support • Provide information, feedback and recommendations which influence planning and decision making
Team Members	<ul style="list-style-type: none"> • Provide information and advice • Provide guidance, professional support and advice.
Executive Directors and teams	<ul style="list-style-type: none"> • Consult and collaborate Homes NSW wide to prepare procurement strategies. • Advise on commercial and financial matters and negotiation strategies, to facilitate delivery of innovative business models and facilitate consistency and alignment across programs. • Ensure the appropriate level of reporting is provided to the Director Commercial and the Chief Executive
DCJ Legal team	<ul style="list-style-type: none"> • Work alongside the Homes NSW legal team to ensure consistency and facilitate discussions with the project teams providing input and advice on commercial matters and issues resolution related to projects.

Housing and Property Group	<ul style="list-style-type: none"> Establish effective networks with HAP colleagues to enable performance benchmarking, monitor industry trends, maintain currency, and collaborate on common responses to emerging and future issues
External	
Non-government Organisations	<ul style="list-style-type: none"> Work collaboratively to understand project vision and guiding principles, and risks and opportunities, to inform project outlook and guide decision making
Other NSW Government Agencies	<ul style="list-style-type: none"> Foster collaborative relationships and partnerships with other NSW Government stakeholders and agencies, to advance mutual interests, working closely with key agencies such as Treasury and DPC
Community	<ul style="list-style-type: none"> Engage with service providers and client groups to share the project vision and provide feedback to inform project risk mitigation.

Role dimensions

Decision making

- Carries a high level of autonomy in setting own priorities.
- Ensures recommendations are based on sound evidence, but at times may be required to use their judgment under pressure or in the absence of complete information or as a source of expert advice to internal stakeholders across the Department.
- As necessary, consults with management 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.

Reporting line

Director, Commercial and Transactions.

Direct and indirect reports

As per organisational chart.

Budget/Expenditure

As per the Financial Delegations for Homes NSW.

Key knowledge and experience

- Experience in real estate and development transactions.
- Thorough knowledge and understanding of contemporary best practice approaches to strategic procurement, financing, approvals and implementation.
- Experience in tendering and procurement (including transaction management and tender evaluation).

Essential requirements

- Tertiary qualifications in a related discipline and/or equivalent knowledge, skills and experience with demonstrated commitment to ongoing professional development.
- 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
	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 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
	Communicate Effectively Communicate clearly, actively listen to others, and	<ul style="list-style-type: none"> • Tailor communication to diverse audiences 	Advanced

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
 <p>Relationships</p>	respond with understanding and respect	<ul style="list-style-type: none"> 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 	
	Work Collaboratively Collaborate with others and value their contribution	<ul style="list-style-type: none"> Recognise outcomes achieved through effective collaboration between teams Build cooperation and overcome barriers to information sharing, communication and collaboration across the organisation and across government Facilitate opportunities to engage and collaborate with stakeholders to develop joint solutions Network extensively across government and organisations to increase collaboration Encourage others to use appropriate collaboration approaches and tools, including digital technologies 	Advanced
 <p>Results</p>	Deliver Results Achieve results through the efficient use of resources and a commitment to quality outcomes	<ul style="list-style-type: none"> Use own and others' expertise to achieve outcomes, and take responsibility for delivering intended outcomes Make sure staff understand expected goals and acknowledge staff success in achieving these Identify resource needs and ensure goals are achieved within set budgets and deadlines Use business data to evaluate outcomes and inform continuous improvement Identify priorities that need to change and ensure the allocation of resources meets new business needs Ensure that the financial implications of changed priorities are explicit and budgeted for 	Adept
	Plan and Prioritise Plan to achieve priority outcomes and respond	<ul style="list-style-type: none"> Consider the future aims and goals of the team, unit and organisation when prioritising own and others' work 	Adept

FOCUS CAPABILITIES

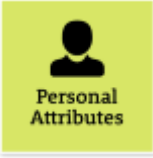
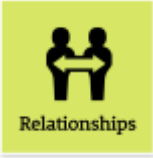



Capability group/sets	Capability name	Behavioural indicators	Level
	flexibly to changing circumstances	<ul style="list-style-type: none"> • Initiate, prioritise, consult on and develop team and unit goals, strategies and plans • Anticipate and assess the impact of changes, including government policy 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 	
	Project Management Understand and apply effective planning, coordination and control methods	<ul style="list-style-type: none"> • Understand all components of the project management process, including the need to consider change management to realise business benefits • Prepare clear project proposals and accurate estimates of required costs and resources • Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements • Identify and evaluate risks associated with the project and develop mitigation strategies • Identify and consult stakeholders to inform the project strategy • Communicate the project's objectives and its expected benefits • Monitor the completion of project milestones against goals and take necessary action • Evaluate progress and identify improvements to inform future projects 	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 are not relevant for recruitment purposes however may be relevant for future career development.

COMPLEMENTARY CAPABILITIES

Capability group/sets	Capability name	Description	Level
 Personal Attributes	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	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Intermediate
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	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
 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	Intermediate
 People Management	Manage and Develop People	Engage and motivate staff, and develop capability and potential in others	Intermediate
	Optimise Business Outcomes	Manage people and resources effectively to achieve public value	Intermediate
	Manage Reform and Change	Support, promote and champion change, and assist others to engage with change	Intermediate
	Inspire Direction and Purpose	Communicate goals, priorities and vision, and recognise achievements	Intermediate