

ROLE DESCRIPTION

Asset Performance Officer (Maintenance Hub)

Portfolio	Communities and Justice	
Department	Department of Communities and Justice	
Division/Branch/Unit	Homes NSW / Housing Portfolio / HP Management Assets	
Location	TBC	
Classification/Grade/Band	Clerk Grade 5/6	
Role Number	TBC	
ANZSCO Code	511112	
PCAT Code	1119192	
Date of Approval	18 September 2023	Ref: HPAM003
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

Work autonomously in a small virtual team that completes investigative desktop assessments of complex and contentious maintenance matters and verify contractor compliance with maintenance contract requirements.

Key accountabilities

- Deliver timely, accurate and effective determinations on complex maintenance matters.
- Ensure appropriate delivery of works and develop action plans to address work issues when necessary.
- Ensure compliance with Australian Building Codes, Housing Portfolio standards, policies and contract requirements when assigning work to contractors.
- Conduct timely, accurate desktop reviews according to the program and standards, maintaining records of inspections and required actions.
- Build and maintain positive relationships with stakeholders 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 stakeholders on a regular basis and balancing stakeholder 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.
- Ability to work autonomously in a virtual high volume time sensitive environment.
- Awareness of available budgets and the maintenance requirements of assets in a tenant centric environment.
- Ensuring that all relevant information, including upgrade program implications, contractor capacity and Ministerial imperatives, are taken into account when sequencing Programs of Work.

Key relationships

Who	Why
Internal	
Senior Project Officer	Receive broad guidance, exchange information and escalate issues.
Project Officer	Receive broad guidance, exchange information and escalate issues.
Program Manager	Receive broad guidance, exchange information and escalate issues.
External	
Contractors	Build and maintain effective professional relationships, work collaboratively.
Tenants	Positive customer experience and clear communication.

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

The role reports to the Senior Project Officer.

Direct reports

Nil.

Budget/Expenditure

Refer to the Financial Delegations.

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

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 NSW Driver's License.

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	Act with Integrity Be ethical and professional, and uphold and promote the public sector values	• 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

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
	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
	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

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
	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

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	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
 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	Foundational
 Results	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

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	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
 People Management	Manage and Develop People	Engage and motivate staff, and develop capability and potential in others	Choose an item.
	Inspire Direction and Purpose	Communicate goals, priorities and vision, and recognise achievements	Choose an item.
	Optimise Business Outcomes	Manage people and resources effectively to achieve public value	Choose an item.
	Manage Reform and Change	Support, promote and champion change, and assist others to engage with change	Choose an item.