

ROLE DESCRIPTION

Senior Program Officer

Portfolio	Communities and Justice	
Department	Department of Communities and Justice	
Division/Branch/Unit	Homes NSW / Housing Portfolio / Teacher and Police Housing	
Location	Parramatta	
Classification/Grade/Band	Clerk Grade 9/10	
Role Number	TBC	
ANZSCO Code	511112	
PCAT Code	1119192	
Date of Approval	31 January 2022	Ref: HT&P018
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

Deliver a range of functions related to the delivery of construction (capital works). These functions may include refurbishment, security hardening programs and preventative maintenance projects across a rural and remote portfolio in NSW.

Key accountabilities

- Support the Teacher Housing Authority with the delivery of a range of construction, security hardening, preventative maintenance projects, refurbishments, and other projects and programs. As a client-side construction project manager, this position will require management and relationships with internal and external stakeholders, including Public Works (PW).
- Management of any external consultants and contractors engaged directly, providing expert advice and guidance to inform decision making.
- Independently program manage various package of works across a portfolio, including budgets control, timeframes and quality and coordinate program implementation including coordination of stakeholders, MS Projects, minutes, reporting, PCG's, while preparing regular reports and presentation to steering committees and board members, as required.
- Ensure that the scoping, tender, defect and contract award processes for the delivery of works is documented and meets government procurement guidelines.
- Undertake completion and submission of documentation required for internal approval purposes, including submission of Briefing Notes and Minister Notes for Director's approval, and work closely with Finance team for the issuing of project purchase orders and payments. This includes authoring board papers and presentations that focus on scope, cost and program.
- Ensure that databases (Fulcrum, Salesforce portal, TRIM and other systems) are maintained and updated with property condition data (and photos) and provide reports on a regular basis and on request.
- Assist the team with advice and support for the overall maintenance of properties. This includes managing the defect liability periods for all programs, including leading the document administration required to catalogue all as-builts, authority approvals and operational maintenance manuals, or similar.
- Attend and minute site meetings and handover meetings as required to ensure the proper completion of projects (NSW regional and rural travel is required at short notice), including review and accountability for issuing practical completion documentation and supervision and implementation of defect management.

Key challenges

- Delivering programs within agreed budgets and timeframes in locations that are often remote and difficult to service. Accurately and clearly documenting a programs lifecycle is vital for this role.
- Using experience from the construction industry and the management and coordination of people to understand and meet customer needs and expectation in the delivery of high-volume residential property maintenance works within limited time and budget.
- Providing accurate written information for budget estimates, media releases and other stakeholders, by collating data from a variety of sources and mediums. This includes the requirement to understand cost modules, complex staging and program and the ability to monitor and manage several programs simultaneously.

Key relationships

Who	Why
Internal	
Manager	<ul style="list-style-type: none"> • Regularly report on the implementation capital, security, refurbishment and preventative maintenance projects and programs. • Development and implementation of strategies to manage risks and challenges. • Provide advice and guidance on customer needs and expectations. • Prepare correspondence and reporting, such as Briefing Notes and PCGs meeting minutes. • Provide summaries and the status of project safety and site inspection reports. • Receive guidance and provide regular updates on projects, issues and priorities.
Work Team	<ul style="list-style-type: none"> • Provide information and update to the team members on the progress of works and any issues relating to customers and services providers, including managing agents. • Provide necessary advice and guidance to the Finance Business Support Officer in relation to issue of purchase orders and making payments. • Inspire and motivate team members, and contribute to the development and implementation of strategies to ensure quality decisions and outcomes for the Agency in the management of the property portfolio. • Ensure datasets such as Fulcrum, TRIM and the Salesforce Portal are used accurately, consistently and appropriately for all projects and programs.
Client/customer	<ul style="list-style-type: none"> • Provide expert advice to achieve the provision of an excellent standard of accommodation for clients. • Be approachable and knowledgeable with a variety of stakeholders, exchange information and respond to enquiries.
External	
Customers/stakeholders	<ul style="list-style-type: none"> • Develop and maintain effective working relationships and open channels of communication with managing agents, tenants and local housing representatives. • Contribute to a client-focused approach to service delivery. • Exchange information and respond to enquiries.

Who	Why
Industry professionals/ consultants	<ul style="list-style-type: none"> • Seek/maintain specialist knowledge/advice in building management. • Participate in forums, groups to represent the agency and share information. • Participate in discussions regarding innovation and best practice.

Role dimensions

Decision making

- Set own priorities to achieve deadlines and makes day to day decisions in relation to work functions and projects and seeks clarification from the Manager as required.
- Makes independent decisions to redirect enquiries to appropriate staff or bring matters to the attention of the Manager.
- Undertakes research independently and request data and information from other staff for reports, scoping documentation and briefs.
- Consults with the Manager to manage tight or conflicting deadlines.

Reporting line

The role reports to the Manager.

Direct reports

Nil

Budget/Expenditure

Nil

Key knowledge and experience

Completion of or willing to complete 11084NAT Asbestos Awareness course.

Essential requirements

- Be in possession of a valid NSW Driver's Licence – Class C.
- Be in possession of a valid NSW White Card.
- Current First Aid certification (including modules HLTAID009 Provide cardiopulmonary resuscitation, HLTAID010 Provide basic emergency life support and HLTAID011 Provide First Aid).

- Must be able to travel regularly to remote and rural locations from time to time, at short notice.

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 • 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
	Manage Self Show drive and motivation, an ability to self-reflect and a commitment to learning	<ul style="list-style-type: none"> • Adapt existing skills to new situations • Show commitment to achieving work goals 	Intermediate

FOCUS CAPABILITIES





Capability group/sets	Capability name	Behavioural indicators	Level
		<ul style="list-style-type: none"> • 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 	
 <p>Relationships</p>	<p>Work Collaboratively Collaborate with others and value their contribution</p>	<ul style="list-style-type: none"> • 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
 <p>Results</p>	<p>Plan and Prioritise Plan to achieve priority outcomes and respond flexibly to changing circumstances</p>	<ul style="list-style-type: none"> • Understand the team and unit objectives and align operational activities accordingly • Initiate and develop team goals and plans, and use feedback to inform future planning • Respond proactively to changing circumstances and adjust plans and schedules when necessary • Consider the implications of immediate and longer-term organisational issues and how these might affect the achievement of team and unit goals • Accommodate and respond with initiative to changing priorities and operating environments 	Intermediate
 <p>Results</p>	<p>Think and Solve Problems Think, analyse and consider the broader context to develop practical solutions</p>	<ul style="list-style-type: none"> • 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 	Intermediate

		<ul style="list-style-type: none"> • 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 	
 <p>Business Enablers</p>	<p>Procurement and Contract Management Understand and apply procurement processes to ensure effective purchasing and contract performance</p>	<ul style="list-style-type: none"> • Understand and comply with legal, policy and organisational guidelines and procedures relating to purchasing • Conduct delegated purchasing activities in line with procedures • Work with providers, suppliers and contractors to ensure that outcomes are delivered in line with time and quality requirements 	Intermediate
 <p>Business Enablers</p>	<p>Project Management Understand and apply effective planning, coordination and control methods</p>	<ul style="list-style-type: none"> • 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
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
 Relationships	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Intermediate
	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	Intermediate
 Results	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Intermediate
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Intermediate
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Intermediate
	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Intermediate