

Role Description

Asset Performance Supervisor



Portfolio	Communities & Justice
Department/Agency	Department Communities & Justice / Homes NSW
Division/Branch/Unit	Housing Portfolio / Portfolio Management (Assets)
Classification/Grade/Band	Administration & Clerical Grade 7/8
ANZSCO Code	511112
PCAT Code	1119192
Date of Approval	18 September 2023
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

Coordinate the development of Housing Portfolio's program of works and the respective estimates/negotiations with contractors, as well as manage staff working on compliance inspections to ensure the required numbers of inspections are carried out.

Key accountabilities

- Plan and manage inspections, services and performance programs and coordinate the development and planning of the quarterly program of maintenance works to support the efficient and cost-effective management of Housing Portfolio property assets and to develop appropriate maintenance programs for allocated properties.
- Build and maintain positive relationships with key stakeholders and contractors to facilitate effective contract and relationship management and manage day-to-day contractor project conflicts/delivery

issues of programmed work according to schedule and budget, ensuring that all commercial relationships meet Government standards of probity and ethics.

- Lead, manage and supervise Asset Performance Officers, providing operational guidance and direction of workload and priority allocations as well as managing staff performance and their ongoing professional development.
- Oversee the office estimating and subsequent negotiating processes with relevant contractors in order to implement the program of maintenance works, as well as identify, respond and rectify reasons for non-compliance of contractors and issue non-compliance notices for substandard work that will initiate abatement action.
- Contribute to the development of compliance, risk and performance management programs and monitor delivery of the agreed program of works to ensure work is delivered according to agreed timeframes and budget.
- Act as an escalation point for Asset Performance Officers regarding quality of work of contractors.
- Contribute to accurate forecasting, financial accrual information and review actual expenditure for successful program delivery outcomes.
- Undertake future use analysis prior to requesting quotations or issuing orders, ensuring operational requirements are met.

Key challenges

- Managing the challenges of supervising stakeholder management, such as interacting with tenants on a regular basis and balancing tenant 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.
- Maintaining the necessary balance between conducting and delegating field and office work so that field inspections are completed to program requirements and appropriate records are kept up to date.
- Ensuring adequate finance and budget management when reviewing the maintenance requirements of assets and developing the Program of Works for allocated properties.
- Ensuring that all relevant information, including AHO upgrade program implications, contractor capacity and Ministerial imperatives are considered when sequencing Programs of Work.

Key relationships

Internal

Who	Why
Asset Performance Officer	<ul style="list-style-type: none"> • Deliver broad guidance and supervision, exchange information and provide advice
Asset Performance Lead	<ul style="list-style-type: none"> • Receive broad guidance, exchange information, and escalate issues
Contract Manager	<ul style="list-style-type: none"> • Receive broad guidance, exchange information and escalate issues

External

Who	Why
Contractors	<ul style="list-style-type: none"> • Build and maintain effective professional relationships, work collaboratively
Tenants	<ul style="list-style-type: none"> • 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

Asset Performance Lead.

Direct reports

Up to six.

Budget/Expenditure

This is a general financial limit and does not apply to every delegation. Refer to the Financial Delegations on the Housing Portfolio intranet.

Key knowledge and experience

- Sound building experience or exposure, together with experience in contract administration including preparing quotations or estimates.
- Knowledge and experience managing compliance programs and in asset management, as well as management of staff and in measurement of performance against standards.
- Knowledge of contract requirements, standards and policies together with the capacity to interpret and apply contract requirements, standards and policies.

Essential requirements

- Understanding of the Australian Building Codes, Australian Standards, Government or commercial probity and contracting standards.
- 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.
- Advanced MS Word and Excel with MS Project skills.
- Current driver's license.
- Desirable – experience in reviewing compliance inspections of building essential services.

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.

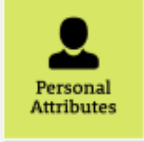



The capabilities are separated into focus capabilities and complementary capabilities

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
	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 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
	Work Collaboratively Collaborate with others and value their contribution	<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
	Influence and Negotiate Gain consensus and commitment from others, and resolve issues and conflicts	<ul style="list-style-type: none"> 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
	Deliver Results Achieve results through the efficient use of resources and a commitment to quality outcomes	<ul style="list-style-type: none"> 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



Demonstrate Accountability

Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines

- Assess work outcomes and identify and share learnings to inform future actions
- Ensure that own actions and those of others are focused on achieving organisational outcomes
- Exercise delegations responsibly
- Understand and apply high standards of financial probity with public monies and other resources
- Identify and implement safe work practices, taking a systematic risk management approach to ensure own and others' health and safety
- Conduct and report on quality control audits
- Identify risks to successfully achieving goals, and take appropriate steps to mitigate those risks

Adept



Finance

Understand and apply financial processes to achieve value for money and minimise financial risk

- Understand basic financial terminology, policies and processes, including the difference between recurrent and capital spending
- Consider financial implications and value for money in making recommendations and decisions
- Understand how financial decisions impact the overall financial position
- Understand and act on financial audit, reporting and compliance obligations
- Display an awareness of financial risk, reputational risk and exposure, and propose solutions to address these

Intermediate



Project Management

Understand and apply effective planning, coordination and control methods

- 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



Manage and Develop People







Engage and motivate staff, and develop capability and potential in others







- Collaborate to set clear performance standards and deadlines in line with established performance development frameworks
- Look for ways to develop team capability and recognise and develop individual potential
- Be constructive and build on strengths by giving timely and actionable feedback
- Identify and act on opportunities to provide coaching and mentoring
- Recognise performance issues that need to be addressed and work towards resolving issues
- Effectively support and manage team members who are working flexibly and in various locations
- Create a safe environment where team members' diverse backgrounds and cultures are considered and respected
- Consider feedback on own management style and reflect on potential areas to improve

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.

Capability group/sets	Capability name	Description	Level
	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Intermediate
	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Intermediate
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Foundational
	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Intermediate
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Foundational

	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Intermediate
	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	Foundational
	Inspire Direction and Purpose	Communicate goals, priorities and vision, and recognise achievements	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	Foundational