

# Role Description

## Contract Auditor



<b>Portfolio</b>	Communities & Justice
<b>Department/Agency</b>	Department Communities & Justice / Homes NSW
<b>Division/Branch/Unit</b>	Housing Portfolio / Portfolio Management (Assets)
<b>Classification/Grade/Band</b>	Administration & Clerical Grade 7/8
<b>ANZSCO Code</b>	221214
<b>PCAT Code</b>	1119192
<b>Date of Approval</b>	17 October 2023
<b>Agency Website</b>	<a href="http://www.nsw.gov.au/departments-and-agencies/homes-nsw">www.nsw.gov.au/departments-and-agencies/homes-nsw</a>

### 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

Undertake audit verification activities in relation to contractor performance under the maintenance contract, including reviewing contractor policies, procedures, records, and systems in order to appraise the effectiveness by which the contractors meet their obligations under the maintenance contract.

### Key accountabilities

- Undertake risk assessments and develop annual internal audit plans and lead audits/special reviews.
- Identify, allocate and perform tasks, coordinate/monitor work, control audit/assignment resources, consolidate results and other project duties.

- Plan and execute audit assignments, both within Housing Portfolio and for contractors, in accordance with the Corporation's requirements, best practice and the annual audit plan, as per the Performance Management Framework of the contract.
- Coach staff throughout the audit/review with the view to ensuring conformity with applicable policy and procedures in all phases of the audit process.
- Document, evaluate and test manual and automated systems and controls to determine their existence, adequacy, effectiveness and continuity, ensuring the effectiveness and efficiency of operations (including accomplishment of management objectives), compliance with laws, regulations, contracts, policies and procedures, reliability and integrity of information and safeguarding of assets.
- Prepare working papers for review by the Senior Auditor and develop and discuss findings, recommendations and timelines for corrective action with responsible officer of audited operations and monitor the implementation status of agreed recommendations.
- Present audit results to management, either of Housing Portfolio or of the audited contractor.
- Monitor the status of audit recommendations and appraise the adequacy of follow-up actions taken on audit findings and recommendations.

## Key challenges

- Dealing appropriately, professionally and effectively with contractors.
- Distilling complex data into information that can be readily communicated to generalist audiences.
- Undertaking the state-wide travelling needed to accomplish ongoing field audits.

## Key relationships

### Internal

Who	Why
Senior Auditor	<ul style="list-style-type: none"> <li>• Receive broad guidance, exchange information and provide advice.</li> </ul>
Team Members	<ul style="list-style-type: none"> <li>• Work collaboratively, exchange information.</li> </ul>

## 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

Senior Auditor.

### Direct reports

Nil.

## 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

- Nil.

## Essential requirements

- Tertiary qualifications in a related discipline and/or equivalent knowledge, skills and experience with demonstrated commitment to ongoing professional development.
- Capacity to use computer-aided auditing techniques (CAAT) as well as traditional auditing methods.

## 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

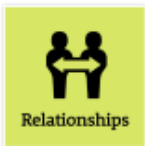
## Focus capabilities

*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
	<b>Manage Self</b> Show drive and motivation, an ability to self-reflect and a commitment to learning	<ul style="list-style-type: none"><li>• Keep up to date with relevant contemporary knowledge and practices</li><li>• Look for and take advantage of opportunities to learn new skills and develop strengths</li><li>• Show commitment to achieving challenging goals</li><li>• Examine and reflect on own performance</li><li>• Seek and respond positively to constructive feedback and guidance</li><li>• Demonstrate and maintain a high level of personal motivation</li></ul>	Adept

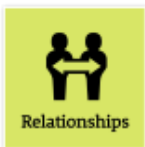


### Work Collaboratively

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

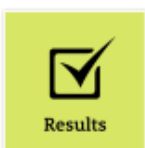


### Deliver Results

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



### Plan and Prioritise

Plan to achieve priority outcomes and respond flexibly to changing circumstances

- 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



### Think and Solve Problems

Think, analyse and consider the broader context to develop practical solutions

- Research and apply critical-thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence
- Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience
- Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience
- Seek contributions and ideas from people with diverse backgrounds and experience
- Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness
- Identify and share business process improvements to enhance effectiveness

Adept



### 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 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	Foundational

	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	Foundational
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Intermediate
	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	Foundational
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Intermediate