

Role Description

Program Officer – Property Valuations & Lifecycle

Portfolio	Communities and Justice	
Department	Department of Communities and Justice	
Division / Branch / Unit	Homes NSW	
Location	Statewide	
Classification/Grade	Clerk Grade 7/8	
Role Number	TBC	
ANZSCO Code	511112	
PCAT Code	1119192	
Date of Approval	12 December 2025	REF: HS&P011
Agency Website	www.dcj.nsw.gov.au	

Please see job notes and/or advertisements for more information on specific role qualification requirements and relevant experience.

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

Provide program and project management services across a strategic program of work annually and/or a range of programs / projects / contracts which directly contribute to better outcomes for individuals, families, groups and communities.

The role specifically contributes to financial management, business reporting and information system functions related to the 2 key areas of property valuations and property creation and systems management.

Key accountabilities

- Manage a range of projects to streamline and deliver program improvements to Property Lifecycle and Valuations on behalf of Homes NSW / DCJ.
- Undertake research, identify and analyse options and recommend and implement solutions to support the development of key programs / projects within the Valuations and Property Lifecycle team.
- Monitor, evaluate and analyse the performance of key program delivery outcomes, prepare and provide advice to inform improved program decisions and / or annual Audit responses.
- Work collaboratively with internal and external business partners to ensure the implementation of new products, processes and services for the benefit of the Valuations and Property Lifecycle Team.
- Manage program reports designed to review, monitor and improve the effectiveness of service delivery from within the Valuation and Property Lifecycle Team to support Homes NSW / DCJ objectives.
- Provide timely advice and communication to key stakeholders across Homes NSW / DCJ regarding program status or implementation issues.
- Prepare for and review a range of program related documents to key stakeholders, including status updates, reports, budgets and briefing papers as required.

Key challenges

- Dealing with complex and sensitive political issues when managing programs and individual contracts to ensure effective stakeholder management and implementation of business objectives and priorities.
- Meeting program and contract deadlines in line with agreed standards and milestones.
- Establishing and maintaining collaborative working relationships with business partners given competing demands and expectations.

Key relationships

Who	Why
Internal	
Line Manager	<ul style="list-style-type: none"> • Report directly to Line manager • Seek direction, advice and support • Provide information and feedback
Team Members	<ul style="list-style-type: none"> • Provide information and advice • Provide an effective and valuable two-way liaison
Other DCJ Divisions	<ul style="list-style-type: none"> • Liaise to ensure the provision of timely and accurate advice when requested • Develop and maintain effective working relationships • Negotiate/agree on timeframes

Who	Why
DCJ Districts and Clusters	<ul style="list-style-type: none"> • Liaise and collaborate as appropriate within the context of Program, Contract and Property Management requirements. • Develop and maintain effective working relationships • Negotiate/agree on timeframes
External	
Other Government and Non-government Organisations	<ul style="list-style-type: none"> • Engage with service providers within the context of Program, Contract and Property Management requirements.
Community	<ul style="list-style-type: none"> • Engage with service providers and client groups within the context of Program, Contract and Property Management requirements.

Role dimensions

Decision making

The Program Officer – Valuations and Property Lifecycle is expected to operate with autonomy in setting workload priorities in alignment within the context of agreed work assignments.

The role provides advice / recommendations across Homes NSW/ DCJ in alignment to related NSW government and legislative policies.

Ensures recommendations are based on individual expertise, available evidence, quality and documented references to support submissions to internal and external partners.

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

Program Manager – Valuations and Property Lifecycle

Direct reports

Assistant Program Officer/s

Budget/Expenditure

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

Key knowledge and experience

- Understanding of the Social Housing sector.
- Experience in program and project management practices.
- High level capacity in the use of IT programs to deliver against agreed program and contract activities.
- High level knowledge of Valuation and / or Property Lifecycle principles in the management of an overall program of work.

Essential requirements

- Experience in related disciplines and/or equivalent knowledge and skills with demonstrated commitment to ongoing professional development.
- Current NSW Driver's License
- The role may involve some travel both locally and regionally, including overnight travel, as required by the business and/or directed.

Appointments are subject to reference checks and 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

Please visit the Department's website for further important information about the Department.

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
	Display Resilience and Courage Be open and honest, prepared to express your views, and willing to accept and commit to change	<ul style="list-style-type: none">• Be flexible and adaptable and respond quickly when situations change Give frank and honest feedback and advice• Be flexible and adaptable and respond quickly when situations change• Listen when ideas are challenged and respond appropriately• Work through challenges• Remain calm and focussed in challenging situations	Intermediate

 <p>Relationships</p>	<p>Work Collaboratively</p> <p><i>Collaborate with others and value their contribution</i></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 	<p>Intermediate</p>
 <p>Results</p>	<p>Deliver Results</p> <p><i>Achieve results through the efficient use of resources and a commitment to quality outcomes</i></p>	<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. 	<p>Intermediate</p>
 <p>Results</p>	<p>Think and Solve Problems</p> <p><i>Think, analyse and consider the broader context to develop practical solutions</i></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. • 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>Intermediate</p>
 <p>Business Enablers</p>	<p>Technology</p> <p><i>Understand and use available technologies to maximise efficiencies and effectiveness.</i></p>	<ul style="list-style-type: none"> • Demonstrate a sound understanding of technology relevant to the work unit and identify and select the most appropriate technology for assigned tasks. • Use available technology to improve individual performance and effectiveness. • Make effective use of records, information and knowledge management functions and systems. • Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies. 	<p>Intermediate</p>






 <p>Business Enablers</p>	<p>Project / Program Management <i>Understand and apply effective planning, coordination and control methods</i></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. 	<p>Intermediate</p>
 <p>People Management</p>	<p>Manage and Develop People <i>Engage and motivate staff, and develop capability and potential in others</i></p>	<ul style="list-style-type: none"> • Clarify the work required, and the expected behaviours and outputs. • Clearly communicate team members' roles and responsibilities. • Contribute to developing team capability and recognise potential in people • Recognise good performance, and give support and regular constructive feedback linked to development needs • Identify appropriate learning opportunities for team members • Create opportunities for all team members to contribute • Act as a role model for inclusive behaviours and practices • Recognise performance issues that need to be addressed and seek appropriate advice 	<p>Foundational</p>

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	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Foundational
	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	Intermediate
 Relationships	Commit to Customer Service	Provide customer-focused services in line with public sector and organizational objectives	Intermediate
	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Foundational
	Influence and negotiate	Gain consensus and commitment from others, resolve issues and conflicts.	Intermediate
 Results	Plan and prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate
	Demonstrate accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Foundational
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimize financial risk	Foundational
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance.	Intermediate
 People Management	Inspire Direction and Purpose	Communicate goals, priorities and vision, and recognise achievements.	Foundational
	Optimise Business Outcomes	Manage people and resources effectively to achieve public value.	Foundational
	Manage and Reform Change	Support, promote and champion change, and assist others to engage with change	Foundational