

# Role Description

## Senior Asset Services Officer



Education

|                           |   |
|---------------------------|---|
| Cluster                   | Education   |
| Agency                    | NSW Department of Education   |
| Division/Branch/Unit      | School Infrastructure NSW   |
| Location                  | Various   |
| Classification/Grade/Band | Clerk Grade 7/8   |
| Role Number               | Various   |
| ANZSCO Code               | 531111  |
| PCAT Code                 | 2222224   |
| Date of Approval          | 31 October 2018   |
| Agency Website            | <a href="https://education.nsw.gov.au/">https://education.nsw.gov.au/</a> |

### Agency overview

The NSW Department of Education provides, funds and regulates education services for NSW students from early childhood to secondary school, delivering world-class education through its public schools and providing funding support to non-government schools. We employ, develop and support teachers, leaders and other staff to deliver the best outcomes for students and to advance the wellbeing of Aboriginal people.

School Infrastructure NSW (SINSW) is delivering new school buildings, major upgrades and maintenance strategies to ensure every school-aged child has access to high quality education facilities at their local public school. This is the biggest education investment in history – a huge \$6 billion over the next four years for the development of new schools and major school upgrades, and a record breaking \$747 million to tackle maintenance across 2,200 public schools within the state.

### Primary purpose of the role

The Senior Asset Services Officer is responsible for providing leadership to a group of Asset Service Officers for the delivery of capital works and facilities management projects in schools within the AMU area. The role will provide a full range of asset services to a group of schools and include delivery of capital works projects and all aspects of facilities management.

### Key accountabilities

- Provide leadership to a group of Asset Service Officers for the delivery of capital works and facilities management projects in schools within the AMU area.
- Liaise and negotiate with Principals, College Managers and contractors to develop project briefs and deliver capital works and facilities management for Schools within the AMU area.
- Monitor the development of design documentation including technical specifications and layouts to enable capital works and facilities management projects to be undertaken for Schools and Colleges.

- Provide input and accurate advice to management in relation to the preparation of draft ministerial correspondence, briefings and information requests.
- Support Program and Project Directors as required during the planning and delivery of major capital works projects.
- Establish and maintain effective relationships with Principals, school communities, consultants and contractors to ensure effective communication on all aspects of service delivery and issues management and in the development of solutions to building and facilities management issues.
- Supervise and guide the work of Asset Services Officers including support, participating in and reviewing performance management and professional development plans for individual staff.
- Provide advice and support to Asset Services Officers in relation to the development of lease and licence agreements for other users including children's services, markets and sports fields.

## Key challenges

- Provide effective supervision to staff to ensure a consistent level of service is provided to stakeholders.
- Maintain a high standard of quality service and advice to clients, manage tight deadlines, and deliver capital works and facilities management over a large number of sites.
- Professionally deal with contentious asset related issues to achieve the best outcome for students, staff and the Department.

## Key relationships

| Who                                 | Why   |
|-------------------------------------|---|
| <b>Internal</b>                     |   |
| School Principals                   | <ul style="list-style-type: none"> <li>• Customer Service</li> </ul>  |
| Asset Services Officer              | <ul style="list-style-type: none"> <li>• Supervision</li> </ul>   |
| Group Leader or Senior Group Leader | <ul style="list-style-type: none"> <li>• Performance and service delivery</li> </ul>                                |
| <b>External</b>                     |   |
| Service providers                   | <ul style="list-style-type: none"> <li>• Maintain effective relationships to ensure delivery of services</li> </ul> |

## Role dimensions

### Decision making

In consultation with the Group Leader or Senior Group Leader, the role makes decisions and acts independently when working with schools in delivery of capital works and facilities management projects, but takes advice and guidance from the Group Leader in regards to resolving contentious or more complex matters.

### Reporting line

The role reports to the Group Leader or the Senior Group Leader.

### Direct reports

Up to 4 Asset Service Officers.

## Budget/Expenditure

Nil.

## Essential requirements






- Drivers Licence
- This role requires travel across the assigned AMU area
- Knowledge of and commitment to the department's Aboriginal education policies.

## Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at [www.psc.nsw.gov.au/capabilityframework](http://www.psc.nsw.gov.au/capabilityframework)

## Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

| NSW Public Sector Capability Framework   |  |                     |
|--|--|---------------------|
| Capability Group   | Capability Name                            | Level               |
| <br>Personal Attributes | <b>Display Resilience and Courage</b>      | <b>Intermediate</b> |
|  | Act with Integrity                         | Intermediate        |
|  | <b>Manage Self</b>                         | <b>Adept</b>        |
|  | Value Diversity                            | Intermediate        |
| <br>Relationships     | <b>Communicate Effectively</b>             | <b>Adept</b>        |
|  | Commit to Customer Service                 | Adept               |
|  | <b>Work Collaboratively</b>                | <b>Adept</b>        |
|  | Influence and Negotiate                    | Intermediate        |
| <br>Results           | <b>Deliver Results</b>                     | <b>Adept</b>        |
|  | Plan and Prioritise                        | Intermediate        |
|  | Think and Solve Problems                   | Intermediate        |
|  | Demonstrate Accountability                 | Intermediate        |
| <br>Business Enablers | Finance                                    | Intermediate        |
|  | Technology                                 | Intermediate        |
|  | <b>Procurement and Contract Management</b> | <b>Adept</b>        |
|  | <b>Project Management</b>                  | <b>Adept</b>        |
| <br>People Management | <b>Manage and Develop People</b>           | <b>Intermediate</b> |
|  | Inspire Direction and Purpose              | Foundational        |
|  | Optimise Business Outcomes                 | Intermediate        |
|  | Manage Reform and Change                   | Foundational        |

## Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

| NSW Public Sector Capability Framework                       |              |   |
|--|--------------|---|
| Group and Capability   | Level        | Behavioural Indicators  |
| <b>Personal Attributes</b><br>Display Resilience and Courage | Intermediate | <ul style="list-style-type: none"> <li>• Be flexible and adaptable and respond quickly when situations change</li> <li>• Offer own opinion and raise challenging issues</li> <li>• Listen when ideas are challenged and respond in a reasonable way</li> <li>• Work through challenges</li> <li>• Stay calm and focused in the face of challenging situations</li> </ul>  |
| <b>Personal Attributes</b><br>Manage Self                    | Adept        | <ul style="list-style-type: none"> <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 a high level of personal motivation</li> </ul>  |
| <b>Relationships</b><br>Communicate Effectively              | Adept        | <ul style="list-style-type: none"> <li>• Tailor communication to the audience</li> <li>• Clearly explain complex concepts and arguments to individuals and groups</li> <li>• Monitor own and others' non-verbal cues and adapt where necessary</li> <li>• Create opportunities for others to be heard</li> <li>• Actively listen to others and clarify own understanding</li> <li>• Write fluently in a range of styles and formats</li> </ul>  |
| <b>Relationships</b><br>Work Collaboratively                 | Adept        | <ul style="list-style-type: none"> <li>• Encourage a culture of recognising the value of collaboration</li> <li>• Build co-operation and overcome barriers to information sharing and communication across teams/units</li> <li>• Share lessons learned across teams/units</li> <li>• Identify opportunities to work collaboratively with other teams/units to solve issues and develop better processes and approaches to work</li> </ul>  |
| <b>Results</b><br>Deliver Results                            | Adept        | <ul style="list-style-type: none"> <li>• Take responsibility for delivering on intended outcomes</li> <li>• Make sure team/unit staff understand expected goals and acknowledge success</li> <li>• Identify resource needs and ensure goals are achieved within budget and deadlines</li> <li>• Identify changed priorities and ensure allocation of resources meets new business needs</li> <li>• Ensure financial implications of changed priorities are explicit and budgeted for</li> </ul> |

## NSW Public Sector Capability Framework

| Group and Capability  | Level        | Behavioural Indicators  |
|---|--------------|---|
| <b>Business Enablers</b><br>Procurement and Contract Management | Adept        | <ul style="list-style-type: none"> <li>• Use own expertise and seek others' expertise to achieve work outcomes</li> <li>• Apply legal, policy and organisational guidelines and procedures in relation to procurement and contract management</li> <li>• Develop well written, well structured procurement documentation that clearly sets out the business requirements</li> <li>• Monitor procurement and contract management processes to ensure they are open, transparent and competitive, and that contract performance is effective</li> <li>• Be aware of procurement and contract management risks, and what actions are expected to mitigate these</li> <li>• Evaluate tenders and select providers in an objective and rigorous way, in line with established guidelines and principles</li> <li>• Escalate procurement and contract management issues where required</li> </ul> |
| <b>Business Enablers</b><br>Project Management                  | Adept        | <ul style="list-style-type: none"> <li>• Prepare clear project proposals and define scope and goals in measurable terms</li> <li>• Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements</li> <li>• Prepare accurate estimates of costs and resources required for more complex projects</li> <li>• Communicate the project strategy and its expected benefits to others</li> <li>• Monitor the completion of project milestones against goals and initiate amendments where necessary</li> <li>• Evaluate progress and identify improvements to inform future projects</li> </ul>   |
| <b>People Management</b><br>Manage and Develop People           | Intermediate | <ul style="list-style-type: none"> <li>• Ensure that roles and responsibilities are clearly communicated</li> <li>• Collaborate on the establishment of clear performance standards and deadlines in line with established performance development frameworks</li> <li>• Develop team capability and recognise and develop potential in people</li> <li>• Be constructive and build on strengths when giving feedback</li> <li>• Identify and act on opportunities to provide coaching and mentoring</li> <li>• Recognise performance issues that need to be addressed and work towards resolution of issues</li> </ul>   |