Role Description

**Property & Events Management lead**

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| **Cluster** | Planning, Housing and Infrastructure |
| **Agency** | Department of Planning, Housing and Infrastructure |
| **Division/Branch/Unit** | Property, Development and Valuations / Hunter and Central Coast Development Corporation/Asset Management Team |
| **Classification/Grade/Band** | Clerk Grade 7/8 |
| **Role Number** | TBC |
| **ANZSCO Code** | 612112 |
| **PCAT Code** | 1212491 |
| **Date of Approval** | May 2025 |
| **Agency Website** | [https://www.nsw.gov.au/departments-and-agencies/department-o](http://www.dpie.nsw.gov.au/)f-planning-housing-and-infrastructure  |

Agency overview

The Department of Planning, Housing and Infrastructure (DPHI) improves the liveability and prosperity of NSW. To achieve this, we:

* create vibrant, productive spaces and precincts;
* manage lands, assets and property effectively; and
* deliver affordable and diverse housing.

We strive to be a high performing, world class public service organisation that celebrates and reflects the full diversity of the community we serve and builds the cultural capability of our department to improve outcomes with, and for, Aboriginal people, communities and entities.

Hunter & Central Coast Development Corporation (HCCDC) is a member of the Property, Development & Valuation (PDV) group (the Group) within the Department of Planning, Housing and Infrastructure (DPHI).  The Group oversees the management of NSW Government assets, including: strategic development of NSW Government owned land and precincts; asset and facilities management for a wide variety of NSW Government owned real property assets; delivery and management of NSW Government office accommodation; real property transaction management and advisory; and, valuation of NSW property for rating, taxing and compulsory acquisition purposes.

HCCDC is responsible for the planning and delivery of economic and urban development in the Hunter and Central Coast regions.  HCCDC’s aim is to strengthen global gateways to these regions by creating diverse and sustainable regional economies, with thriving communities and leading metropolitan cities at their hearts.  HCCDC is focused on creating vibrant places with great spaces, providing more employment opportunities and more housing, and attracting innovative talent and enterprises that provide unrivalled lifestyles in rich natural and built environments.

# Primary purpose of the role

This role is responsible for the compliance and management of the HCCDC asset portfolio and the implementation of the Asset Management Framework and associated business plans. This role oversees value for money initiatives that provide return on investment whilst providing essential services for the tenants, site users and community.

# Key accountabilities

* Oversee a range of property and asset management activities, including regular inspection of properties, provision of advice, updates and input into strategies to deal with ownership, operation, asset management issues, site control and management of site access
* Review the management processes and procedures in line with industry best practice, ensuring the reflection of changes in legislation and emerging technology to ensure that all statutory requirements are acheived
* Monitor the on-going management and administration of lease and licence agreements to ensure the asset management plans, policies and procedures are adhered to
* Provide budget information and cost control advice including cash flow forecasting to inform the disposal and acquisition of properties, and establish property management budgets and regular budget variance reporting
* Identify and manage revenue generating opportunities, including seeking out events, leasing and licensing opportunities, and researching best practice in the industry
* Manage all portfolio asset and lease management activities including the negotiation and drafting of lease and licenses to produce a quality revenue generating portfolio
* Manage compliance of Tennant and HCCDC obligations including invoicing tenants and users as required

# Key challenges

* Prioritise activities given conflicting demands and deadlines whilst ensuring that service is of high quality and delivered in a timely manner
* Liaise with varied tenants across the portfolio including managing expectations related to heritage assets and site and use restrictions.

# Key relationships

| **Who** | **Why** |
| --- | --- |
| **Internal** |  |
| Line Manager  | * Receive Guidance, support and feedback
* Liaise to understand and deliver program and service outcomes.
* Provide technical advice, information and recommendations on a range of matters.
* Recommend and seek approval for proposed works.
* Provide input into monthly reporting on project performance and budget management.
* Provide assistance with day-to-day management of team activities.
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| Team members/Direct Reports | * Collaborate to share information on programs and projects and provide technical advice.
* Participate in meetings to contribute and seek ideas to improve performance, program, and service delivery and work outcomes.
* Provide support to achieve business and operational outcomes.
* Work collaboratively to determine the best approach to facilities management in relation to current business needs
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| **External** |  |
| State and Local Government agencies, private sector, industry and community stakeholders | * Establish and maintain effective relationships and communication networks.
* Pro-actively identify opportunities to work with State Agencies to contribute to delivering on Government priorities.
* Liaise to ensure effective coordination and cooperation to effectively respond to enquiries, deal with complex issues and resolve disputes and customer concerns.
* Provide clear information and high quality advice on current matters.
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| External contractors and consultants | * Lead effective management and set up of external service provider arrangements.
* Set clear performance parameters, monitor delivery of services and resolve issues to improve service outcomes.
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| Leaseholders and licensees | * Respond to requests for property management activities
* Regular engagement and communication to ensure short and long-term needs are managed and expectations acknowledged
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**Role dimensions**

## Decision making

* Has responsibility for setting own work priorities within the overall agreed work program
* Accountable for the development and provision of advice and coordination across the HCCDC asset portfolio, working within a framework of sector and department priorities, policies and procedures, legislative and regulatory frameworks, delegations and resource parameters

## Reporting line

Senior Asset and Property Manager.

**Direct reports**

up to 2

**Budget/Expenditure**

As per financial delegations.

**Key knowledge and experience**

* Demonstrated experience leading asset management activities with exposure to commercial and retail and heritage assets.

**Essential requirements**

* Ability to travel, conduct site visits and work at sites within the Hunter and Central Coast as directed.
* Current driver’s licence.
* Ability to be on call as required

**Capabilities for the role**

The [NSW public sector capability framework](https://www.psc.nsw.gov.au/workforce-management/capability-framework/the-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

## 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.

| **Capability group/sets** | **Capability name** | **Behavioural indicators** | **Level** |
| --- | --- | --- | --- |
| personal-attributes | **Act with Integrity**Be ethical and professional, and uphold and promote the public sector values | * Represent the organisation in an honest, ethical and professional way and encourage others to do so
* Act professionally and support a culture of integrity
* Identify and explain ethical issues and set an example for others to follow
* Ensure that others are aware of and understand the legislation and policy framework within which they operate
* Act to prevent and report misconduct and illegal and inappropriate behaviour
 | Adept |
| relationships | **Communicate Effectively**Communicate clearly, actively listen to others, and respond with understanding and respect | * Tailor communication to diverse audiences
* Clearly explain complex concepts and arguments to individuals and groups
* Create opportunities for others to be heard, listen attentively and encourage them to express their views
* Share information across teams and units to enable informed decision making
* Write fluently in plain English and in a range of styles and formats
* Use contemporary communication channels to share information, engage and interact with diverse audiences
 | Adept |
| relationships | **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 |
| results | **Deliver Results**Achieve results through the efficient use of resources and a commitment to quality outcomes | * Seek and apply the expertise of key individuals to achieve organisational outcomes
* Drive a culture of achievement and acknowledge input from others
* Determine how outcomes will be measured and guide others on evaluation methods
* Investigate and create opportunities to enhance the achievement of organisational objectives
* Make sure others understand that on-time and on-budget results are required and how overall success is defined
* Control business unit output to ensure government outcomes are achieved within budgets
* Progress organisational priorities and ensure that resources are acquired and used effectively
 | Adept |
| results | **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 |
| results | **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 |
| business-enablers | **Procurement and Contract Management**Understand and apply procurement processes to ensure effective purchasing and contract performance | * Ensure that employees and contractors apply government and organisational procurement and contract management policies
* Monitor procurement and contract management risks and ensure that this informs contract development, management and procurement decisions
* Promote effective risk management in procurement
* Implement effective governance arrangements to monitor provider, supplier and contractor performance against contracted deliverables and outcomes
* Represent the organisation in resolving complex or sensitive disputes with providers, suppliers and contractors
 | Adept |
| business-enablers | **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 |
| people-management | **Manage and Develop People**Engage and motivate staff, and develop capability and potential in others | * Define and clearly communicate roles, responsibilities and performance standards to achieve team outcomes
* Adjust performance development processes to meet the diverse abilities and needs of individuals and teams
* Develop work plans that consider capability, strengths and opportunities for development
* Be aware of the influences of bias when managing team members
* Seek feedback on own management capabilities and develop strategies to address any gaps
* Address and resolve team and individual performance issues, including unsatisfactory performance, in a timely and effective way
* Monitor and report on team performance in line with established performance development frameworks
 | Adept |

**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** |
| --- | --- | --- | --- |
| personal-attributes | Display Resilience and Courage | Be open and honest, prepared to express your views, and willing to accept and commit to change | Intermediate |
| personal-attributes | Manage Self | Show drive and motivation, an ability to self-reflect and a commitment to learning | Adept |
| personal-attributes | Value Diversity and Inclusion | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Adept |
| relationships | Commit to Customer Service | Provide customer-focused services in line with public sector and organisational objectives | Intermediate |
| relationships | Work Collaboratively | Collaborate with others and value their contribution | Intermediate |
| results | 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 |
| business-enablers | Technology | Understand and use available technologies to maximise efficiencies and effectiveness | Intermediate |
| people-management | Inspire Direction and Purpose | Communicate goals, priorities and vision, and recognise achievements | Adept |
| people-management | Optimise Business Outcomes | Manage people and resources effectively to achieve public value | Intermediate |
| people-management | Manage Reform and Change | Support, promote and champion change, and assist others to engage with change | Adept |