

Role Description

Property Asset Manager



Cluster	Transport
Agency	Sydney Metro
Division/Branch/Unit	Operations, Customer Place-making / Place-making Property
Role number	51019831
Classification/Grade/Band	Grade 8
ANZSCO Code	224511
PCAT Code	1229191
Date of Approval	April 2020
Agency Website	www.sydneymetro.info

Agency overview

Sydney Metro is leading Australia's biggest public transport infrastructure program, developing and delivering a new world-class metro railway system for Sydney.

As a new NSW Government statutory authority, Sydney Metro has been tasked with developing and delivering metro railways, and managing their operations. Sydney Metro also leads the development of vibrant station precincts to meet customer and community needs, transforming the way Sydney travels and helping shape the future of Australia's largest city.

Primary purpose of the role

The primary purpose of the role is to oversee day-to-day operational property management and financial reporting and to assist with external service provider management associated with the Sydney Metro Property Management function. It may include: inspection of properties, lease administration, tenant monitoring, land title management, property records administration, co-ordination of maintenance planning (in conjunction with external managing agents), property management functions across different asset classes, agent reviews, and assistance with client account management.

The role employs sound commercial judgement and asset management principles to achieve desired outcomes support and to eliminate or mitigate the risks Sydney Metro has as a direct property owner.

Key accountabilities

- Live the NSW Public Sector and organisational values to achieve outstanding outcomes for the organisation and customers
- Oversee a range of property and asset management activities, including regular inspection of properties, coordination of day-to-day instructions with external property managers, and provide advice, updates and input into strategies to deal with ownership, operation, asset management and vacant possession issues, site control and management of site access
- Continuously review management processes and procedures in line with industry best practice, changes to relevant legislation and new technology to ensure that all statutory requirements are

met whilst the Land or Property is under the direct ownership / control of Sydney Metro as well as all requirements set out within the Sydney Metro Land Management Plan

- Monitor the on-going management and administration of lease and licence agreements that Sydney Metro enters into, including the review and monitoring of external agents lease licence (tenancy reporting) in respect of Sydney Metro owned buildings and land, to ensure the Sydney Metro Land Management Plan policies and procedures are followed and adhered to
- Manage property processes to ensure the proactive identification of risk and the review and improvement of systems designed to minimise or eliminate fraud and corruption
- Review all external property management reports submitted in respect of Sydney Metro property assets, and prepare correspondence, documentation and Briefing Notes for Senior Manager approval
- Provide budget information and cost control advice including cash flow forecasting for the acquisition program and establish property management budgets and regular budget variance reporting
- Develop and implement appropriate property project risk mitigation controls and provide updates on application / effectiveness including implementing dispute resolution plans in line with Sydney Metro policies and standards
- Oversee the management of certificates of title and original document register as well as storage and management of other legal documents to ensure document control best practice

Key challenges

- Providing a framework to assist with the mitigation of risk or liability to Sydney Metro Management in respect of WHS, environmental and financial obligations in so far as these relate to Land or Property (real property assets)
- Dealing with former owners / tenants who may be unwilling to engage whilst delivering vacant possession as per construction land requirements on time and within budget
- Maintaining key property related data and communicating property specific issues and risks within a complex operating non-property business environment

Key relationships

Who	Why
Internal	
Director Property	<ul style="list-style-type: none"> • Escalate issues, keep informed, advise and receive instructions • Provide regular updates on key property management and programs, issues and priorities
Property Asset Management team	<ul style="list-style-type: none"> • Assist with planning, coordination and administrative duties as required. • Assist with management of external service contracts including performance reviews and KPIs
Direct report	<ul style="list-style-type: none"> • Lead, inspire and motivate, provide direction and manage performance
Integrated project teams and wider Sydney Metro Office	<ul style="list-style-type: none"> • Work cooperatively and proactively across Sydney Metro Stakeholders interfacing with the property management team activities • Provide property information to wide variety of stakeholders

Who	Why
External	
TfNSW and transport operating agencies. Solicitors and other service providers and contractors, local councils and businesses, adjacent developers, government agencies, professional engineers and associations and regulators Tenants	<ul style="list-style-type: none"> • Provide advice and respond to request for information • Build collaborative working relationships • Consult and negotiate regarding commercial development activities • Represent Sydney Metro on committees, working parties and related forums • Build and maintain relationships with key stakeholders as required within the property industry • Instruct and manage solicitors and other consultants to prepare appropriate documentation as required

Role dimensions

Decision making

The role operates with a high level of autonomy and the ability to manage competing priorities in consultation with the Director Property. The position holder is expected to deliver assigned tasks on time and is fully accountable for the quality, integrity and accuracy of expert advice provided.

The position is accountable for the formulation of advice and coordination across all operational objectives. Independent decision making requirements of the position include:

- Financial analysis and operations support
- Management reporting and analysis
- Annual Budgeting and Planning
- Risk assessment mitigation advice

A collaborative approach is also critical.

Reporting line

The role reports to the Director Property

Direct reports

The role has one direct report

Budget/Expenditure

The budget/expenditure allocation for this role will be confirmed

Key knowledge and experience

Demonstrated extensive property management experience with exposure to commercial, industrial, retail and residential assets

Essential requirements

Tertiary qualifications in property management or a related field.

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
 Personal Attributes	Act with Integrity Be ethical and professional, and uphold and promote the public sector values	<ul style="list-style-type: none"> • Model the highest standards of ethical and professional behaviour and reinforce their use • Represent the organisation in an honest, ethical and professional way and set an example for others to follow • Promote a culture of integrity and professionalism within the organisation and in dealings external to government • Monitor ethical practices, standards and systems and reinforce their use • Act promptly on reported breaches of legislation, policies and guidelines 	Advanced
	Communicate Effectively Communicate clearly, actively listen to others, and respond with understanding and respect	<ul style="list-style-type: none"> • 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
	Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives	<ul style="list-style-type: none"> • Take responsibility for delivering high-quality customer-focused services • Design processes and policies based on the customer's point of view and needs • Understand and measure what is important to customers • Use data and information to monitor and improve customer service delivery • Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers • Maintain relationships with key customers in area of expertise • Connect and collaborate with relevant customers within the community 	Adept


FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
	Work Collaboratively Collaborate with others and value their contribution	<ul style="list-style-type: none"> • Encourage a culture that recognises the value of collaboration • Build cooperation and overcome barriers to information sharing and communication across teams and units • Share lessons learned across teams and units • Identify opportunities to leverage the strengths of others to solve issues and develop better processes and approaches to work • Actively use collaboration tools, including digital technologies, to engage diverse audiences in solving problems and improving services 	Adept
	Deliver Results Achieve results through the efficient use of resources and a commitment to quality outcomes	<ul style="list-style-type: none"> • Use own and others' expertise to achieve outcomes, and take responsibility for delivering intended outcomes • Make sure staff understand expected goals and acknowledge staff success in achieving these • Identify resource needs and ensure goals are achieved within set budgets and deadlines • Use business data to evaluate outcomes and inform continuous improvement • Identify priorities that need to change and ensure the allocation of resources meets new business needs • Ensure that the financial implications of changed priorities are explicit and budgeted for 	Adept
	Think and Solve Problems Think, analyse and consider the broader context to develop practical solutions	<ul style="list-style-type: none"> • 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

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
	Demonstrate Accountability		Adept
	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	<ul style="list-style-type: none"> • 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 	
 Business Enablers	Project Management		Adept
	Understand and apply effective planning, coordination and control methods	<ul style="list-style-type: none"> • 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 	

FOCUS CAPABILITIES






Capability group/sets	Capability name	Behavioural indicators	Level
	Manage and Develop People	<ul style="list-style-type: none"> • 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 	Intermediate
	Engage and motivate staff, and develop capability and potential in others		

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.

COMPLEMENTARY CAPABILITIES

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	Adept
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Adept
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
 Relationships	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
 Results	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Adept
	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	Intermediate
 People Management	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	Intermediate