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| **Cluster** | Regional NSW |
| **Agency** | Department of Regional NSW |
| **Group/Division/Branch** | Strategy, Corporate & Performance/Finance, Property, Procurement & Fleet /Strategic Property & Fleet |
| **Location** | All |
| **Classification/Grade/Band** | Clerk Grade 9/10 |
| **Role Family** *(internal use only)* | Bespoke/ Procurement & Contract Administration/ Deliver |
| **ANZSCO Code** | 139999 |
| **PCAT Code** | 1222492 |
| **Date of Approval** | November 2022 |
| **Agency Website** | www.nsw.gov.au/regional-nsw |

# Agency overview

The Department of Regional NSW was formed in 2020 as a central agency for regional issues. The

Department is responsible for building resilient regional economies and communities, strengthening primary

industries, managing the use of regional land, overseeing the state’s mineral and mining resources and

ensuring government investment in regional NSW is fair and delivers positive outcomes for local communities

and businesses.

# Primary purpose of the role

The Fleet Manager leads the fleet function and provides customer relationship services across the corporate property, facilities and fleet function of the Department.

The role is responsible for delivering contemporary fleet management support services across multiple locations for the Regional NSW Cluster and customer relationship and service provider management across NSW. The role also supports all other sites across NSW

# Key accountabilities

* Review and implement the DRNSW strategic fleet management plan.
* Establish and manage a contemporary fleet service and support function which provides people in the Regional NSW Cluster with a superior fleet management experience and leadership in the development and implementation of fleet management policies, procedures and analytical reporting.
* Manage the ongoing fleet management function for DRNSW and Regional NSW cluster and the relationship between key internal stakeholder groups and customers within DRNSW to develop and deliver services and advice and implement fit for purpose fleet strategies, programs, tools and innovative best practice solutions that respond to current and future business needs and priorities.
* Manage key service provider relationships ensuring services are provided in line with agreements whilst developing strategies and negotiating to continually improve levels of service by reviewing processes that increase efficiency and provide more meaningful and appropriate critical business information.
* Provide high level advice and lead the development and implementation of effective and efficient projects with a specific focus on workplace, property and facilities.
* Manage the development and delivery of a range of fleet project and business documentation including monthly executive reports, submissions, briefings, project plans, schedules and contract documentation ensuring compliance with government and legislative requirements to deliver project outcomes that align to organisational plans, strategies and objectives.
* Provide business advice and customer relationship services for assigned divisions across the corporate property, facilities and fleet function of the Department and set-up fleet management frameworks, procedures, communication resources, people resourcing and fleet related budgets for the Regional NSW Cluster.

# Key challenges

* Prepare and finalise accurate and detailed fleet management reports in a timely manner to meet corporate and internal business requirements.
* Build the confidence and support of stakeholders, clients and peers to manage diverse and frequently urgent and competing business requests and demand deadlines in a complex, demanding environment of significant change.

# Key relationships

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| **Who** | | | **Why** |
| **Internal** | | | |
| Senior Manager Strategic Property and Fleet | | | * Liaise to receive instructions and understand work priorities. * Assist provision of financial and budgetary support in the Branch’s role as financial business partner to the Department and senior management. * Keep informed of and provide advice and recommendations on new or emerging issues. * Contribute to work program development, business process improvement and team business outcomes. |
| Division / Entity Executives and Senior Managers | | | * Develop and maintain effective collaborative relationships. * Provide high level strategic advice and support on the business area financial management and sustainability. * Liaise to understand changing business or program needs and o monitor timelines for reporting deadlines. * Provide information and support to interpret financial policies, frameworks, regulations and principles and procedures. |
| Team member | * Provide leadership, guidance, professional advice and support to manage workloads and resolve complex or demanding service requests * Work collaboratively to achieve business outcomes. * Provide constructive performance feedback and develop skills. * Encourage contribution of ideas to improve branch / team, program, service delivery and work performance and outcomes. | | |
| Shared service functions | * Develop and maintain effective working relationships. * Liaise to maintain financial information within business requirements. | | |

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| **External** | | | |
| Stakeholders | | Participate in forums, groups to represent agency and share information.  • Participate in discussions regarding innovation and best practice.  • Engage with relevant stakeholders/customers to open channels of communication, provide expert advice, gather and exchange relevant information. | |
| Client/Customers | * Promote a client-focused approach to service delivery at all times * Assist senior management in developing client specific fleet strategies | |

**Role dimensions**

## Decision making

The Fleet Manager:

* receives advice and guidance from the Senior Manager Strategic Property and Fleet and from Divisional managers and has responsibility for delivering teamwork priorities within the overall agreed work program
* is required to comply and make decisions and recommendations within applicable sector and Department legislation, financial policy, frameworks and procedures.

## Reporting line

The role reports to the Senior Manager Strategic Property and Fleet

## Direct reports

Nil

## Budget/Expenditure

Nil

# Key knowledge and experience

* Significant fleet management experience in a similar sized multi-faceted organisation.

# Essential requirements

* Current NSW Driver's licence and willingness to drive to locations which may include overnight stays.

# 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**.

## 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

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| **Capability group/sets** | **Capability name** | **Behavioural indicators** | **Level** |
| personal-attributes | **Display Resilience and Courage**  Be open and honest, prepared to express your views, and willing to accept and commit to change | * Be flexible, show initiative and respond quickly when situations change * Give frank and honest feedback and advice * Listen when ideas are challenged, seek to understand the nature of the comment and respond appropriately * Raise and work through challenging issues and seek alternatives * Remain composed and calm under pressure and in challenging situations | Adept |
| personal-attributes | **Manage Self**  Show drive and motivation, an ability to self-reflect and a commitment to learning | * Keep up to date with relevant contemporary knowledge and practices * Look for and take advantage of opportunities to learn new skills and develop strengths * Show commitment to achieving challenging goals * Examine and reflect on own performance * Seek and respond positively to constructive feedback and guidance * Demonstrate and maintain a high level of personal motivation | 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 | **Commit to Customer Service**  Provide customer-focused services in line with public sector and organisational objectives | * Promote a customer-focused culture in the organisation and consider new ways of working to improve customer experience * Ensure systems are in place to capture customer service insights to improve services * Initiate and develop partnerships with customers to define and evaluate service performance outcomes * Promote and manage alliances within the organisation and across the public, private and community sectors * Liaise with senior stakeholders on key issues and provide expert and influential advice * Identify and incorporate the interests and needs of customers in business process design and encourage new ideas and innovative approaches * Ensure that the organisation’s systems, processes, policies and programs respond to customer needs | Advanced |
| results | **Deliver Results**  Achieve results through the efficient use of resources and a commitment to quality outcomes | * 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 |
| results | **Think and Solve Problems**  Think, analyse and consider the broader context to develop practical solutions | * Undertake objective, critical analysis to draw accurate conclusions that recognise and manage contextual issues * Work through issues, weigh up alternatives and identify the most effective solutions in collaboration with others * Take account of the wider business context when considering options to resolve issues * Explore a range of possibilities and creative alternatives to contribute to system, process and business improvements * Implement systems and processes that are underpinned by high-quality research and analysis * Look for opportunities to design innovative solutions to meet user needs and service demands * Evaluate the performance and effectiveness of services, policies and programs against clear criteria | Advanced |
| business-enablers | **Finance**  Understand and apply financial processes to achieve value for money and minimise financial risk | * Understand core financial terminology, policies and processes, and display knowledge of relevant recurrent and capital financial measures * Understand the impacts of funding allocations on business planning and budgets * Identify discrepancies or variances in financial and budget reports, and take corrective action * Know when to seek specialist advice and support and establish the relevant relationships * Make decisions and prepare business cases, paying due regard to financial considerations | Adept |
| business-enablers | **Technology**  Understand and use available technologies to maximise efficiencies and effectiveness | * Identify opportunities to use a broad range of technologies to collaborate * Monitor compliance with cyber security and the use of technology policies * Identify ways to maximise the value of available technology to achieve business strategies and outcomes * Monitor compliance with the organisation’s records, information and knowledge management requirements | 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 |

## 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.

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| **Capability group/sets** | **Capability name** | **Description** | **Level** |
| personal-attributes | Act with Integrity | Be ethical and professional, and uphold and promote the public sector values | Intermediate |
| personal-attributes | Value Diversity and Inclusion | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Intermediate |
| relationships | Work Collaboratively | Collaborate with others and value their contribution | Adept |
| relationships | Influence and Negotiate | Gain consensus and commitment from others, and resolve issues and conflicts | Adept |
| results | Plan and Prioritise | Plan to achieve priority outcomes and respond flexibly to changing circumstances | Intermediate |
| results | Demonstrate Accountability | Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines | Intermediate |
| business-enablers | Procurement and Contract Management | Understand and apply procurement processes to ensure effective purchasing and contract performance | Intermediate |