

Role Description **Manager,** **Valuations**



**Planning,
Industry &
Environment**

Cluster	Planning, Industry & Environment
Agency	Department of Planning, Industry & Environment
Division/Branch/Unit	Housing & Property/Property & Advisory Group/Valuation Services
Location	Various
Classification/Grade/Band	Clerk Grade 9/10
Role Family	Bespoke/ Projects and Programs/Lead
ANZSCO Code	224512
PCAT Code	1112292
Date of Approval	17 August 2018 (updated July 2019)
Agency Website	www.dpie.nsw.gov.au

Agency overview

The Planning, Industry and Environment Cluster was formed in 2019. The Cluster drives greater levels of integration and efficiency across key areas such as long-term planning, precincts, housing, property, infrastructure priorities, open space, the environment, our natural resources – land, water, mining – energy, and growing our industries. There is a strong emphasis on regional NSW.

Primary purpose of the role

The Manager, Valuations is a leader within our valuation team which produces 2.5 million rating and taxing valuations each year with a total value of \$1.4 trillion dollars. The Manager, Valuations is responsible for building relationships with our expert valuers and land owners to produce the world class valuations. The role will provide advice and liaise with industry experts on complex land value projects such as shopping centres, quarries, airports, etc. It will be involved in providing technical advice to the Valuer General and work with the legal representatives on matters which proceed to the Land and Environment court.

Key accountabilities

- Develop high standard valuation reports and undertake complex or politically sensitive valuations for a range of statutory and non-statutory purposes as directed by the Senior Team and Directors in Valuation Services.
- Participate in mediation and negotiation services and provide complex technical advice either as an expert witness or as a technical advisor in Land and Environment Court matters or the Valuer General's dispute resolution process.
- Monitor, evaluate and report on the quality of valuation services provided by staff and contractors and ensure own work is provided in accordance with legislation, policies, standards procedures and delegations and identify, evaluate and address issues and risks in the course of operations that may be politically sensitive or contentious.

- Provide transparent and customer focused valuation services including the provision of complex valuation advice and information to a range of Valuation Services' customers and stakeholders.
- Provide complex technical advice to Contractors, Contract Managers, other Valuation Services staff and Managers on valuation risks, performance, quality and procurement issues.
- Provide advice and contribute to the development of operational procedures and programs.

Key challenges

- Ensuring high quality standards are provided in a geographically-dispersed, technically-complex and high-volume environment.
- Delivering outcomes that are transparent, objective, on time and in accordance with all relevant requirements in a politically sensitive environment.
- Ensuring the delivery of customer-focused advice of a technical nature in plain English so that it is easily understood.

Key relationships

Who	Why
Internal	
Manager	<ul style="list-style-type: none"> • Escalate issues, keep informed, advise and receive instructions and objectives
Work Team	<ul style="list-style-type: none"> • Guide, support and motivate team and provide direction • Review the work and proposals of team members • Encourage team to work collaboratively to contribute to achieving the team's business outcomes
Valuation Services Staff	<ul style="list-style-type: none"> • Communicate with, consult, inform and provide direction
Valuation Services Managers	<ul style="list-style-type: none"> • Share information and co-ordinate the timely delivery of quality services
External	
Contractors	<ul style="list-style-type: none"> • Provide ongoing management support and build business relationships with contractors working
The general public/customers	<ul style="list-style-type: none"> • Manage expectations, resolve and provide solutions to issues • Collaborate to ensure procedural fairness through all interactions
Valuer General of NSW	<ul style="list-style-type: none"> • Consult with, receive broad guidance, exchange information and provide expert advice

Role dimensions

Decision making

The Manager, Valuations makes decisions in accordance with Valuation and other delegations. Operational matters are escalated to the manager for advice and more complex or technical valuation matters are escalated as required.

Reporting line

This position reports to the Senior Manager, Valuations.

Direct reports

This position has no direct reports.

Budget/Expenditure

Nil

Essential requirements

- Qualified and experienced valuer. At least an Associate of the Australian Property Institute or equivalent.
- Knowledge and experience in statutory and non-statutory valuations.
- Current NSW driver licence and willingness to travel

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

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
	Display Resilience and Courage	Adept
	Act with Integrity	Adept
	Manage Self	Adept
	Value Diversity	Intermediate
	Communicate Effectively	Adept
	Commit to Customer Service	Adept
	Work Collaboratively	Adept
	Influence and Negotiate	Adept

	Deliver Results	Adept
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Adept
	Finance	Intermediate
	Technology	Intermediate
	Procurement and Contract Management	Intermediate
	Project Management	Adept

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
Personal Attributes Act with Integrity	Adept	<ul style="list-style-type: none"> • Represent the organisation in an honest, ethical and professional way and encourage others to do so • Demonstrate professionalism to support a culture of integrity within the team/unit • Set an example for others to follow and identify and explain ethical issues • Ensure that others understand the legislation and policy framework within which they operate • Act to prevent and report misconduct, illegal and inappropriate behaviour
Relationships Communicate Effectively	Adept	<ul style="list-style-type: none"> • Tailor communication to the audience • Clearly explain complex concepts and arguments to individuals and groups • Monitor own and others' non-verbal cues and adapt where necessary • Create opportunities for others to be heard • Actively listen to others and clarify own understanding • Write fluently in a range of styles and formats
Relationships Work Collaboratively	Adept	<ul style="list-style-type: none"> • Encourage a culture of recognising the value of collaboration • Build co-operation and overcome barriers to information sharing and communication across teams/units • Share lessons learned across teams/units • Identify opportunities to work collaboratively with other teams/units to solve issues and develop better processes and approaches to work

Results Demonstrate Accountability	Adept	<ul style="list-style-type: none"> • Assess work outcomes and identify and share learnings to inform future actions • Ensure that actions of self and 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 health and safety of self and others • Conduct and report on quality control audits • Identify risks to successful achievement of goals, and take appropriate steps to mitigate those risks
Business Enablers Project Management	Adept	<ul style="list-style-type: none"> • Prepare clear project proposals and define scope and goals in measurable terms • Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements • Prepare accurate estimates of costs and resources required for more complex projects • Communicate the project strategy and its expected benefits to others • Monitor the completion of project milestones against goals and initiate amendments where necessary • Evaluate progress and identify improvements to inform future projects