

Role Description

Manager, Asset and Leasing



Planning,
Industry &
Environment

Cluster	Planning, Industry & Environment
Agency	Department of Planning, Industry & Environment
Division/Branch/Unit	Housing & Property/Portfolio Management Group
Classification/Grade/Band	Grade 9-10
Role Family	Bespoke/Projects and Programs/Deliver
ANZSCO Code	224511
PCAT Code	1119192
Date of Approval	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

Provide asset management and operational advice including the negotiation, recommendation and formal completion of property leasing transactions including leases, sub-leases, licences, assignments, lease terminations, exercise of options, make goods, and rent reviews for an assigned portfolio of key Housing & Property assets, representing government agencies or Freehold properties as lessor, head-lessor and/or lessee through the full cycle of an agency's accommodation requirements or ongoing management of freehold property. Responsible for all asset management functions for an assigned portfolio.

Key accountabilities

- Deliver all aspects of strategy and operations for an asset portfolio that is owned, leased and subleased by government and deliver portfolio outcomes to achieve policy objectives for utilisation, rental costs, arrears, vacancies, critical dates, standard lease take up, endorsed sustainability initiatives, green lease implementation and Decade of Decentralisation
- Work closely with key internal and external stakeholders to deliver fit for purpose real estate solutions whilst considering cost, opportunity and risk
- Critically review Agency requests and requirements to ensure the needs of Agencies and the requirements of Housing & Property as asset manager are appropriately balanced for asset enhancement, improving operational outcomes and utilisation of assets
- Manage the delivery of accurate budgets, valuations and capital planning for assets including delivery of asset plans, sales proposals and maintenance programs as required

- In line with town strategy and Whole of Government (WoG) principles, initiate planned client accommodation discussion at least two years ahead of critical event dates within the leased portfolio so that all significant leases, existing and new, are executed with due consideration of cost, risk, business continuity, in line with strategy and within budget
- Negotiate leases and significant market rent reviews and manage complex lease contracts with internal and external legal counsel and manage transactions to lease execution or completion including ensuring satisfactory client invoicing and payment
- Deliver improved customer outcomes through a strong client relationship management focus based on effective customer engagement
- In a collaborative solution orientated and supportive manner, communicate openly with Service Providers to actively instruct, review and provide feedback, approve or take action to escalate issues (using relevant systems) to the agreed services including, but not limited to, timely and accurate payment of all vendors/billing of agencies to minimise arrears, complete property budgets, reforecasting and variance analysis, outgoings reconciliations, lease administration, execution of all works, condition audits, property asset plans and provision of appropriate and accurate reporting

Key challenges

- Contribute to the management of complex and sensitive issues and numerous stakeholders, with the provision of considered, strategic commercial advice to internal colleagues and agency customers, providing a balance of risk mitigation and commercially prudent accommodation strategies whilst following government directives around procurement, probity, policy and procedure
- Delivering best in class leasing and asset management services whilst working in a fast paced environment
- Perform collaboratively in a high performing team, interacting with internal and external stakeholders, with the expectation of delivering quality outputs and outstanding customer service

Key relationships

Who	Why
Internal	
Client/Customer	<ul style="list-style-type: none"> • To develop excellent stakeholder relationships with other agencies and clusters to enhance working relationships and facilitate accurate and timely information gathering, • allowing Housing & Property to deliver excellent customer service • To manage a client-focused approach to service delivery • To provide expert advice to achieve optimal leasing results for an agency, in line with organisational strategy
Executive and Department	<ul style="list-style-type: none"> • Work closely with the other divisions of PNSW to ensure a collaborative approach when delivering asset and leasing management services • Understand and follow government policies and directives as they relate to property operations • To collect and share information to execute leasing mandates efficiently and effectively, • in line with strategy
Work Team	<ul style="list-style-type: none"> • To encourage team members to work collaboratively to achieve best practice business outcomes. • To review work and proposals of junior team members

- □ To provide assistance to team members with their planning, management and delivery of asset strategy for their portfolio of assets

External

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Industry Professionals/ Consultants	<ul style="list-style-type: none"> • □ To seek/maintain specialist knowledge/advice and collaborate on best practice asset management and leasing trends, both lessor and lessee • □ To work with legal counsel to ensure legal compliance
Vendors/Service Providers	<ul style="list-style-type: none"> • □ To manage external service providers in accordance with the organisational strategy and service level agreements in delivering Property, Lease and Tenancy Management services and to ensure mitigation of financial, operational and reputational risk
	<ul style="list-style-type: none"> • To access information, manage process and influence the outcome of leasing transactions to get the best outcome for the government as landlord or tenant, in accordance with the organisational strategy and service level • <u>To contribute to a client-focused approach to service delivery</u>

Role dimensions

Decision making

The role will make recommendations, including budgets, lease transactions and rent reviews, for sign off by Executive management of PNSW in accordance with approved delegations.

Reporting line

Director, Asset and Leasing Management

Direct reports

Nil

Budget/Expenditure

TBC.

Essential requirements






- Tertiary qualifications in a property or related discipline and/or equivalent knowledge, skills and experience.
- Demonstrable experience in commercial CRE or landlord property/leasing and asset management
- Demonstrable experience in negotiating commercial property leases
- Financial analysis skills

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
 Personal Attributes	Display Resilience and Courage	Adept
	Act with Integrity	Adept
	Manage Self	Adept
	Value Diversity	Adept
 Relationships	Communicate Effectively	Adept
	Commit to Customer Service	Advanced
	Work Collaboratively	Adept
	Influence and Negotiate	Advanced
 Results	Deliver Results	Adept
	Plan and Prioritise	Adept
	Think and Solve Problems	Adept
	Demonstrate Accountability	Adept
 Business Enablers	Finance	Adept
	Technology	Intermediate
	Procurement and Contract Management	Intermediate
	Project Management	Intermediate
 People Management	Manage and Develop People	Intermediate
	Inspire Direction and Purpose	Intermediate
	Optimise Business Outcomes	Intermediate
	Manage Reform and Change	Intermediate

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 Display Resilience and Courage	Adept	<ul style="list-style-type: none"> Be flexible, show initiative and respond quickly when situations change Give frank and honest feedback/advice Listen when ideas are challenged, seek to understand the nature of the criticism and respond constructively Raise and work through challenging issues and seek alternatives

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Relationships Commit to Customer Service	Advanced	<ul style="list-style-type: none"> Keep control of own emotions and stay calm under pressure and in challenging situations Promote a culture of quality customer service in the organisation 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 Ensure that the organisation's systems, processes, policies and programs respond to customer needs
Relationships Influence and Negotiate	Advanced	<ul style="list-style-type: none"> Influence others with a fair and considered approach and present persuasive counter-arguments Work towards mutually beneficial win/win outcomes Show sensitivity and understanding in resolving acute and complex conflicts Identify key stakeholders and gain their support in advance Establish a clear negotiation position based on research, a firm grasp of key issues, likely arguments, points of difference and areas for compromise Pre-empt and minimise conflict within the organisation and with external stakeholders
Results Deliver Results	Adept	<ul style="list-style-type: none"> Take responsibility for delivering on intended outcomes Make sure team/unit staff understand expected goals and acknowledge success Identify resource needs and ensure goals are achieved within budget and deadlines Identify changed priorities and ensure allocation of resources meets new business needs Ensure financial implications of changed priorities are explicit and budgeted for Use own expertise and seek others' expertise to achieve work outcomes
Business Enablers Finance	Adept	<ul style="list-style-type: none"> Understand core financial terminology, policies and processes, and display a knowledge of relevant recurrent and capital financial measures Understand impacts of funding allocations on business planning and budgets, including value for money, choice between direct provision and purchase of services, and financial implications of decisions Understand and apply financial audit, reporting and compliance obligations

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none">• Identify discrepancies or variances in financial and budget reports, and take corrective action where appropriate• Seek specialist advice and support where required• Make decisions and prepare business cases paying due regard to financial considerations
People Management Optimise Business Outcomes	Intermediate	<ul style="list-style-type: none">• Develop team/unit plans that take into account team capability and strengths• Plan and monitor resource allocation effectively to achieve team/unit objectives• Ensure team members work with a good understanding of business principles as they apply to the public sector context• Participate in wider organisational workforce planning to ensure the availability of capable resources