

Role Description

Asset Manager



Planning,
Industry &
Environment

Cluster	Planning, Industry and Environment
Agency	Department of Planning, Industry & Environment
Division/Branch/Unit	Housing & Property / Property NSW / Portfolio Management Group
Classification/Grade/Band	Clerk Grade 9/10
ANZSCO Code	224511
PCAT Code	1119192
Date of Approval	January 2020
Agency Website	https://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.

The Housing and Property Group within Department of Planning, Industry and Environment (DPIE) oversees the management of state government assets, including the management of Crown land, the NSW Government's social housing portfolio, oversight of strategic use and disposal of government owned land and the management of the State's most notable tourist destinations, such as the Rocks, Sydney and the Sydney Olympic Park. The Group also includes the Aboriginal Housing Office, the Valuer General and the Land and Housing Corporation.

The Group leverages public and private sector expertise to improve place-based outcomes, providing greater access and choice of housing through initiatives such as an end-to-end housing strategy, and improving outcomes for Aboriginal communities to maximise community benefit from government owned land and property.

Primary purpose of the role

The management of a government property portfolio under the guidance of the Director, Asset and Leasing Management. The Asset Manager provides end to end strategic property advice to client agencies including the management of critical lease dates, negotiation of leases and market rent reviews, financial analysis of transactions, client liaison and market analysis.

Key accountabilities

- Work closely with internal and external stakeholders to deliver fit for purpose real estate solutions for a state-wide property portfolio through a strong client focus based on effective customer engagement.

- Undertake leasing activities, including negotiation, document execution and financial analysis to substantiate decision making for an assigned portfolio and assist on other leasing transactions as required.
- Implement asset strategies to support client service delivery goals and Government policies.
- Collect and analyse data and information for use by the Portfolio Management Group, including comparable rental evidence and market metrics as well as coordinating and tracking critical lease dates, portfolio data and activity including asset documentation in relation to leased and subleased documents.
- Under direction, manage the delivery of accurate budgets and forecasting and assist with portfolio valuations and capital planning for assets.
- Provide specialist advice and prepare reports and recommendations across the portfolio including vacancy reporting, financial expenditure, operating costs and other sundry reviews focusing upon value for money and improved portfolio performance.
- Coordinate compliance and risk management including property inspections and documentation with PMG's Service Provider.

Key challenges

- Managing complex stakeholder relationships balancing customer service delivery requirements in a fast paced environment with the application of Government strategic policy.
- Balancing complex and sensitive issues with the provision of considered, strategic advice to asset users.
- Contributing to the management and mentoring of a collaborative and high performing team environment to deliver quality outputs and outstanding customer service.

Key relationships

Who	Why
Internal	
Client/Customer	<ul style="list-style-type: none"> • Develop excellent stakeholder relationships with other agencies and clusters to enhance working relationships and facilitate ensure accurate and timely information gathering, allowing PNSW to deliver excellent customer service • Contribute to a client-focused approach to service delivery
Executive & Department	<ul style="list-style-type: none"> • Work closely with the divisions of PNSW to ensure a collaborative approach when delivering asset management services
Work Team	<ul style="list-style-type: none"> • Encourage team members to work collaboratively to achieve best practice business outcomes • Oversee and review work of junior team members • Encourage, mentor and provide direction to junior members of the Asset and Leasing Management team members
External	
Industry professionals / consultants	<ul style="list-style-type: none"> • Seek/maintain specialist knowledge/advice and collaborate on innovation and best practice asset management, both landlord and tenant
Vendors/ Service Providers	<ul style="list-style-type: none"> • Ensure Asset Services, including risk management, is managed in accordance with the organisational strategy and service level agreements

Role dimensions

Decision making

The role will make strategic and commercial recommendations under the guidance of the Director, in relation to leasing transactions, agency relocations and financial commitments.

Reporting line

Director, Asset & Leasing

Direct reports

Nil, however mentoring of junior staff

Essential requirements

- Tertiary qualifications in a related discipline and/or equivalent knowledge, skills and experience
- Demonstrable experience in commercial CRE or landlord property/asset management
- Demonstrable experience in customer relationship management





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	Intermediate
 Relationships	Communicate Effectively	Adept
	Commit to Customer Service	Adept
	Work Collaboratively	Adept
	Influence and Negotiate	Adept
 Results	Deliver Results	Adept
	Plan and Prioritise	Advanced
	Think and Solve Problems	Adept
	Demonstrate Accountability	Adept
 Business Enablers	Finance	Adept
	Technology	Intermediate
	Procurement and Contract Management	Advanced
	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
Personal Attributes Manage Self	Adept	<ul style="list-style-type: none"> • 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

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Relationships Communicate Effectively	Adept	<ul style="list-style-type: none"> guidance • Demonstrate a high level of personal motivation • 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 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
Results Plan and Prioritise	Advanced	<ul style="list-style-type: none"> • Understand the links between the business unit, organisation and the whole-of-government agenda • Ensure business plan goals are clear and appropriate including contingency provisions • Monitor progress of initiatives and make necessary adjustments • Anticipate and assess the impact of changes, such as government policy/economic conditions, to business plans and initiatives, and respond appropriately • Consider the implications of a wide range of complex issues, and shift business priorities when necessary • Undertake planning to transition the organisation through change initiatives and evaluate progress and outcome to inform future planning
Business Enablers Procurement and Contract Management	Advanced	<ul style="list-style-type: none"> • Ensure that government and organisational policy in relation to procurement and contract management is implemented • Monitor procurement and contract management risks and ensure that this informs contract development, management and procurement decisions

Group and Capability	Level	Behavioural Indicators
Business Enablers Project Management	Adept	<ul style="list-style-type: none"> • Take responsibility for procurement and contract management activities and decisions by applying the guidelines and procedures • Promote the principles of risk management as applied to procurement projects, to identify and mitigate risk • Implement effective governance arrangements to monitor provider, supplier and contractor performance against contracted deliverables and outcomes • Represent the organisation in the resolution of complex/sensitive disputes with providers, suppliers and contractors <hr/> <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