# Role Description
# Manager, Workplace & Facilities

| Cluster | Communities & Justice |
|---|---|
| Department/Agency | Crown Solicitor's Office |
| Division/Branch/Unit | Corporate Services Division |
| Role number | TBC |
| Classification/Grade/Band | Clerk Grade 11/12 |
| ANZSCO Code | 225111 |
| PCAT Code | 1331491 |
| Date of Approval | September 2024 |
| Agency Website | www.cso.nsw.gov.au |

## Agency overview

The Crown Solicitor's Office (CSO) is the largest provider of legal services to the NSW Government and its agencies, and the sole provider of legal services in all matters which are regarded as being core to Government functions. The CSO provides core legal services to the NSW Government on a cost recovery basis and competes with the private sector for general legal work.

The CSO, headed by the Crown Solicitor, is a Public Service Executive agency related to the Department of Communities and Justice under the *Government Sector Employment Act 2013.*

For more information, go to www.cso.nsw.gov.au.

## Primary purpose of the role

The Manager, Workplace & Facilities is responsible for leading the workplace and facilities strategy supporting the CSO office relocation project to strengthen project initiatives and ensure a seamless relocation transition.

## Key accountabilities

- Work with key project stakeholders to develop a robust and innovative workplace and facilities strategy to ensure the future CSO workplace and facilities design optimises business needs and enables a high functioning organisation.
- Manage the workplace fitout at Parkline Place in collaboration with Property NSW, ensuring project activities meet public sector probity, administrative standards and legislative requirements.
- Lead the delivery and implementation of the new workplace fitout, ensuring delivery of work adheres to agreed project timeframes, budgets, standards and quality of work, and stakeholder requirements are considered and addressed, to support a harmonious office relocation.
- Engage and collaborate with external stakeholders to design and implement new facilities services, ensuring integration with CSO service delivery requirements to meet business outcomes.
- Foster collaborative and mutually supportive relationships with the project team and senior stakeholders regarding workplace and facilities services design to deliver key project results and ensure dissemination of information is consistent and transparent.

- Oversee the development and implementation of the end to end relocation strategy, including activities required to prepare for the relocation, management of the relocation activities, and decommissioning of the former CSO Office.
- Support consultation activities regarding the office fitout and available work spaces to drive engagement and minimise industrial risk.
- Ensure that documentation for the new workplace and facilities services are updated to reflect any changes in contracts, processes, policies and systems, and to ensure compliance with government policy and legislative requirements.

## Key challenges

- Managing workplace and facilities related activities within an environment of financial, logistical, and industrial sensitives and constraints.
- Maintaining current knowledge of current workplace and facilities policies, design trends, tools and opportunities and applying them effectively to support the new workplace and facilities design.

## Key relationships

### Internal

| Who | Why |
| --- | --- |
| Project Director | Report and provide timely, accurate and strategic advice and support on strategies, risks and issues to facilitate informed decisions. |
| Office of the Crown Solicitor | Develop strong relationships to understand priorities and work in partnership to deliver results. |
| Project work team | Determine operational priorities, monitor and review related work, and provide guidance within the project work team. |
| CSO Executive | Collaborate and engage with CSO Executive stakeholders to incorporate views, develop appropriate strategies, plans and communications and ensure timely delivery of high-quality materials |
| CSO Corporate Services leads | Work in partnership with Corporate Services leads to seek support and advice on workplace and facilities initiatives. |

### External

| Who | Why |
| --- | --- |
| Project Stakeholders | Liaise with stakeholders to support proposed workplace design and facilities service throughout the project lifecycle
Influence and negotiate for successful project outcomes |

## Role dimensions

### Decision making

The Manager, Workplace & Facilities:

- works with limited supervision and guidance to achieve overall agreed project outcomes.
- determines day to day work priorities, allocates duties, negotiates matters related to area of responsibility, and make decisions in relation to the quality of work performed and how to achieve work outcomes.

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- is fully accountable for the content, accuracy, validity and integrity of advice provided.
- must consult with the Director on significant issues or conflicts arising in the course of work performed.
- operates within legislative and regulatory provisions, public sector frameworks, Department strategic and business plans, policies, delegations, budget and resource parameters.

## Reporting line

The role reports to the Project Director.

## Direct reports

Nil

## Budget/Expenditure

TBC

# Key knowledge and experience

- Experience in workplace and facilities services design, workplace fitout and relocation projects.
- Experience in applying project management methodologies to deliver large scale projects.

# Essential requirements

- Relevant qualifications and/or experience in facilities or property management.

# 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 | **Display Resilience and Courage**<br><br>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<br>• Give frank and honest feedback and advice<br>• Listen when ideas are challenged, seek to understand the nature of the comment and respond appropriately<br>• Raise and work through challenging issues and seek alternatives<br>• Remain composed and calm under pressure and in challenging situations | Adept |
|  Relationships | **Communicate Effectively**<br><br>Communicate clearly, actively listen to others, and respond with understanding and respect | • Tailor communication to diverse audiences<br>• Clearly explain complex concepts and arguments to individuals and groups<br>• Create opportunities for others to be heard, listen attentively and encourage them to express their views<br>• 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**<br><br>Provide customer-focused services in line with public sector and organisational objectives | • Take responsibility for delivering high-quality customer-focused services<br>• Design processes and policies based on the customer's point of view and needs<br>• Understand and measure what is important to customers<br>• Use data and information to monitor and improve customer service delivery<br>• Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers<br>• Maintain relationships with key customers in area of expertise<br>• Connect and collaborate with relevant customers within the community | Adept |

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| **Relationships** | **Influence and Negotiate**<br>Gain consensus and commitment from others, and resolve issues and conflicts | • Influence others with a fair and considered approach and present persuasive counter-arguments<br>• Work towards mutually beneficial 'win-win' outcomes<br>• Show sensitivity and understanding in resolving acute and complex conflicts and differences Identify key stakeholders and gain their support in advance<br>• Establish a clear negotiation position based on research, a firm grasp of key issues, likely arguments, points of difference and areas for compromise<br>• Anticipate and minimise conflict within the organisation and with external stakeholders | Advanced |
| **Results** | **Deliver Results**<br>Achieve results through the efficient use of resources and a commitment to quality outcomes | • Seek and apply the expertise of key individuals to achieve organisational outcomes<br>• Drive a culture of achievement and acknowledge input from others<br>• Determine how outcomes will be measured and guide others on evaluation methods<br>• Investigate and create opportunities to enhance the achievement of organisational objectives<br>• Make sure others understand that on-time and on-budget results are required and how overall success is defined<br>• Control business unit output to ensure government outcomes are achieved within budgets<br>• Progress organisational priorities and ensure that resources are acquired and used effectively | Advanced |
| **Results** | **Think and Solve Problems**<br>Think, analyse and consider the broader context to develop practical solutions | • Research and apply critical-thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence<br>• Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience<br>• Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience<br>• Seek contributions and ideas from people with diverse backgrounds and experience<br>• Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness<br>• Identify and share business process improvements to enhance effectiveness | Adept |

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| | Project Management<br><br>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<br>• Prepare clear project proposals and accurate estimates of required costs and resources<br>• Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements<br>• Identify and evaluate risks associated with the project and develop mitigation strategies<br>• Identify and consult stakeholders to inform the project strategy<br>• Communicate the project's objectives and its expected benefits<br>• Monitor the completion of project milestones against goals and take necessary action<br>• Evaluate progress and identify improvements to inform future projects | Adept |
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| | Procurement and Contract Management<br><br>Understand and apply procurement processes to ensure effective purchasing and contract performance | • Apply legal, policy and organisational guidelines and procedures relating to procurement and contract management<br>• Develop well-written, well structured procurement documentation that clearly sets out the business requirements<br>• Monitor procurement and contract management processes to ensure they are open, transparent and competitive<br>• Be aware of procurement and contract management risks, and actions to manage or mitigate risk in monitoring contract performance<br>• Evaluate tenders and select providers in an objective and rigorous way, in line with established guidelines and principles<br>• Escalate procurement and contract management issues, where required | 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.

| Capability group/sets | Capability name | Description | Level |
|---|---|---|---|
| Personal Attributes | Act with Integrity | Be ethical and professional, and uphold and promote the public sector values | Adept |
| Personal Attributes | Manage Self | Show drive and motivation, an ability to self-reflect and a commitment to learning | Advanced |
| Personal Attributes | Value Diversity and Inclusion | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Adept |
| Relationships | Work Collaboratively | Collaborate with others and value their contribution | Adept |
| Results | Plan and Prioritise | Plan to achieve priority outcomes and respond flexibly to changing circumstances | Adept |
| Results | Demonstrate Accountability | Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines | Adept |
| Business Enablers | Finance | Understand and apply financial processes to achieve value for money and minimise financial risk | Adept |
| Business Enablers | Technology | Understand and use available technologies to maximise efficiencies and effectiveness | Adept |