

Role Description

Asset Services Officer

Agency	NSW Department of Education
Division/Branch/Unit	School Infrastructure NSW/Asset Management
Location	Various
Classification/Grade/Band	Clerk Grade 5/6
Role Number	Various
ANZSCO Code	531111
PCAT Code	1122437
Date of Approval	7 August 2020
Agency Website	education.nsw.gov.au schoolinfrastructure.nsw.gov.au

Agency overview

The NSW Department of Education provides, funds and regulates education services for NSW students from early childhood to secondary school, delivering world-class education through its public schools and providing funding support to non-government schools. We employ, develop and support teachers, leaders and other staff to deliver the best outcomes for students and to advance the wellbeing of Aboriginal people.

School Infrastructure NSW (SINSW) is delivering new school buildings, major upgrades and maintenance strategies to ensure every school-aged child has access to high quality education facilities at their local public school. This encompasses the largest investment in public education infrastructure in the history of NSW.

Primary purpose of the role

Provide a full range of asset services to a group of schools within the assigned area of the regional Asset Management Unit (AMU), including the implementation of facilities management programs and maintenance works, to support high quality, professional service delivery.

Key accountabilities

- Liaise with consultants, contractors and other asset management staff to support the design, development and construction phases of projects.
- Prepare project briefs, status reports, financial information and other associated documentation to inform decision making on the delivery of facilities management projects in schools.
- Provide advice and input in the development of technical specifications and layouts for individual minor facilities management projects.
- Act as a point of contact for school principals and respond to all facilities management and maintenance enquiries for identified facilities.

- Coordinate immediate responses to emergencies such as fire, flood and storm damage and liaise with the Group Leader and Demountables Unit to arrange the provision of temporary accommodation requirements.
- Maintain sound working relationships with key stakeholders in schools, including community groups, to facilitate the provision of asset management services across the portfolio.
- Provide support to school principals in the development of lease and licence agreements for other users such as children's services, markets and sports fields, and provide advice to stakeholders on the process for procuring service providers.
- Monitor, record and report on program progress in line with relevant processes and guidelines to ensure compliance with regulatory and legislative requirements. Undertake analysis of the financial position of facilities management programs to support recommendations on corrective actions to AMU management.

Key challenges

- Maintaining high standards of quality service and advice to stakeholders to support facilities management over a large number of sites within tight timeframes.
- Participating in consultations with a range of stakeholders with competing priorities to address contentious asset-related issues.

Key relationships

Who	Why
Internal	
Group Leader	<ul style="list-style-type: none"> • Receive direction, advice, guidance, support and performance feedback. • Provide regular updates and reports on current priorities and projects.
School Principals	<ul style="list-style-type: none"> • Liaise and consult on the provision of high quality, professional and timely asset services.
External	
Service providers	<ul style="list-style-type: none"> • Maintain effective relationships to support the delivery of services.

Role dimensions

Decision making

Consults with the Group Leader on making decisions in relation to the delivery of capital works and facilities management projects. Refers complex and/or contentious matters to the Group Leader for decision making.

Reporting line

This role reports to the Group Leader

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements

- Current and valid Driver's Licence.
- Willingness to travel across the assigned AMU area.

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	Manage Self Show drive and motivation, an ability to self-reflect and a commitment to learning	<ul style="list-style-type: none"> • Adapt existing skills to new situations • Show commitment to achieving work goals • Show awareness of own strengths and areas for growth, and develop and apply new skills • Seek feedback from colleagues and stakeholders • Stay motivated when tasks become difficult 	Intermediate
	Communicate Effectively Communicate clearly, actively listen to others, and respond with understanding and respect	<ul style="list-style-type: none"> • Focus on key points and speak in plain English • Clearly explain and present ideas and arguments • Listen to others to gain an understanding and ask appropriate, respectful questions • Promote the use of inclusive language and assist others to adjust where necessary • Monitor own and others' non-verbal cues and adapt where necessary • Write and prepare material that is well structured and easy to follow • Communicate routine technical information clearly 	Intermediate
	Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives	<ul style="list-style-type: none"> • Focus on providing a positive customer experience 	Intermediate

		<ul style="list-style-type: none"> • Support a customer-focused culture in the organisation • Demonstrate a thorough knowledge of the services provided and relay this knowledge to customers • Identify and respond quickly to customer needs • Consider customer service requirements and develop solutions to meet needs • Resolve complex customer issues and needs • Cooperate across work areas to improve outcomes for customers 	
	Think and Solve Problems Think, analyse and consider the broader context to develop practical solutions	<ul style="list-style-type: none"> • Research and apply critical-thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence • Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience • Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience • Seek contributions and ideas from people with diverse backgrounds and experience • Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness • Identify and share business process improvements to enhance effectiveness 	Adept
	Technology Understand and use available technologies to maximise efficiencies and effectiveness	<ul style="list-style-type: none"> • Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks • Use available technology to improve individual performance and effectiveness • Make effective use of records, information and knowledge management functions and systems • Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies 	Intermediate
	Procurement and Contract Management Understand and apply procurement processes to ensure effective purchasing and contract performance	<ul style="list-style-type: none"> • Understand and comply with legal, policy and organisational guidelines and procedures relating to purchasing • Conduct delegated purchasing activities in line with procedures • Work with providers, suppliers and contractors to ensure that outcomes are delivered in line with time and quality requirements 	Intermediate

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.

COMPLEMENTARY CAPABILITIES			
Capability group/sets	Capability name	Description	Level
 Personal Attributes	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Intermediate
	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Adept
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
 Relationships	Work Collaboratively	Collaborate with others and value their contribution	Intermediate
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Foundational
 Results	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Foundational
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Foundational
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Foundational
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Intermediate
	Project Management	Understand and apply effective planning, coordination and control methods	Intermediate