Role Description
Senior Manager Workplace Services

Cluster	Planning, Industry & Environment
Agency	Department of Planning, Industry & Environment
Division/Branch/Unit	Corporate Services/ Property, Fleet & Procurement/ Parramatta Program
Location	Sydney
Classification/Grade/Band	Clerk Grade 11-12
Role Family	Bespoke/ Customer Service/Lead
ANZSCO Code	149212
PCAT Code	1122292
Date of Approval	April 2020
Agency Website	www.dpie.nsw.gov.au

Agency overview

The Department of Planning, Industry & Environment (DPI&E) was formed in 2019 and is the lead NSW Government agency for supporting NSW to grow effectively and sustainably. The Cluster drives greater levels of integration and efficiency across key areas such as long-term planning, housing, property, infrastructure priorities, open space, the environment, our natural resources – land, water, mining – energy, and growing our industries. There is also a strong emphasis on regional NSW.

Primary purpose of the role

The Senior Manager Workplace Services manages teams and coordinates services to deliver frontline support to staff, visitors, and other team members to enable the efficient and safe operation of Workplace Services.

Key accountabilities

- Lead and manage teams delivering frontline building management support services and logistics, ensuring requests for information from clients are met within agreed Service Level Agreements (SLAs), managing escalations where necessary
- Lead and coordinate the management of workplace systems and reporting, ensuring data is accurate and dashboard information (or reports) provided to senior management, including team KPIs, and providing innovative systems solutions
- Lead business systems and building services projects to improve the workplace services function, undertaking project scoping, implementation and reporting to deliver projects on time
- Manage and maintain vendor relationships to ensure efficient service agreements are met and escalate to senior management where they are not
- Lead the team in promoting and ensuring an agile working environment and workplace etiquette are practiced by clients,

- Maintain effective relationships with vendors and customers, managing the distribution of building access passes and promoting and supporting an agile, harmonious working environment for customers
- Manage block and stack queries and execution of relocations

Key challenges

- Leading and motivating a team which manages a large volume of customer queries to a high, consistent level and ensuring the team maintain effective relationships with floor customers.
- Managing relationships with vendors to ensure goods and services are provided to a consistent high standard and to agreed SLAs
- Ensuring customer satisfaction is consistently high, and work environments are harmonious and maintained to a high standard

Key relationships

Who	Why
Internal	
Director	• Escalate issues, provide updates and clarify instructions
Work team	• Lead meetings, share information and provide input on issues
Managers	• Lead, direct, manage and support performance and development • Guide, support, coach and mentor
Clients/customers	• Respond to queries where possible, or redirect
External	
Customers/suppliers	• Establish contracts • Respond to queries where possible, or redirect

Role dimensions

Decision making

- This role operates with a high level of autonomy and is fully accountable for the delivery of work assignments and projects on time, within budget and to expectations in terms of quality, deliverables and outcomes.
- Refers to Director decisions that require significant change to project outcomes or timeframes; are likely to escalate or create substantial or contentious precedent; require a higher administrative or financial delegation, or submission to a higher level of management.

Reporting line

Director

Direct reports

TBA

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Budget/Expenditure

TBA

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.

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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	• Act as a professional role model for colleagues, set high personal goals and take pride in their achievement • Actively seek, reflect and act on feedback on own performance • Translate negative feedback into an opportunity to improve • Take the initiative and act in a decisive way • Demonstrate a strong interest in new knowledge and emerging practices relevant to the organisation	Advanced
Relationships	**Commit to Customer Service** Provide customer-focused services in line with public sector and organisational objectives	• Promote a customer-focused culture in the organisation and consider new ways of working to improve customer experience • Ensure systems are in place to capture customer service insights to improve services • 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 and encourage new ideas and innovative approaches • Ensure that the organisation's systems, processes, policies and programs respond to customer needs	Advanced
Results	**Plan and Prioritise** Plan to achieve priority outcomes and respond flexibly to changing circumstances	• Understand the links between the business unit, organisation and the whole-of-government agenda • Ensure business plan goals are clear and appropriate and include contingency provisions • Monitor the progress of initiatives and make necessary adjustments • Anticipate and assess the impact of changes, including government policy and economic conditions, on 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 help the organisation	Advanced

		transition through change initiatives, and evaluate progress and outcomes to inform future planning	

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Capability group/sets	Capability name	Behavioural indicators	Level
Business Enablers	**Procurement and Contract Management** Understand and apply procurement processes to ensure effective purchasing and contract performance	• Ensure that employees and contractors apply government and organisational procurement and contract management policies • Monitor procurement and contract management risks and ensure that this informs contract development, management and procurement decisions • Promote effective risk management in procurement • Implement effective governance arrangements to monitor provider, supplier and contractor performance against contracted deliverables and outcomes • Represent the organisation in resolving complex or sensitive disputes with providers, suppliers and contractors	Advanced
People Management	**Manage and Develop People** Engage and motivate staff, and develop capability and potential in others	• Refine roles and responsibilities over time to achieve better business outcomes • Recognise talent, develop team capability and undertake succession planning • Coach and mentor staff and encourage professional development and continuous learning • Prioritise addressing and resolving team and individual performance issues and ensure that this approach is cascaded throughout the organisation • Implement performance development frameworks to align workforce capability with the organisation's current and future priorities and objectives	Advanced
	Optimise Business Outcomes Manage people and resources effectively to achieve public value	• Initiate and develop longer-term goals and plans to guide the work of the team in line with organisational objectives • Allocate resources to ensure the achievement of business outcomes and contribute to wider workforce planning • When planning resources, implement processes that encourage the attraction and retention of people of diverse cultures, backgrounds and experiences • Ensure that team members base their decisions on a sound understanding of business and risk management principles, applied in a public	Adept

		sector context	
		• Monitor performance against standards and take timely corrective actions	
		• Keep others informed about progress and performance outcomes	

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.

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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	Adept
	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	Adept
Relationships	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Advanced
	Work Collaboratively	Collaborate with others and value their contribution	Adept
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Adept
Results	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Adept
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Adept
	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
	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Adept
	Project Management	Understand and apply effective planning, coordination and control methods	Intermediate
People Management	Inspire Direction and Purpose	Communicate goals, priorities and vision, and recognise achievements	Adept
	Manage Reform and Change	Support, promote and champion change, and assist others to engage with change	Intermediate

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