

Role Description

Land Data Team Leader



Planning,
Industry &
Environment

Cluster	Planning, Industry and Environment
Agency	Department of Planning, Industry & Environment
Division/Branch/Unit	Housing & Property / Property NSW / Valuation Services
Classification/Grade/Band	Departmental Officer Grade 7/8
Role Family	Bespoke/Customer Service/Lead
ANZSCO Code	531111
PCAT Code	1119192
Date of Approval	October 2019
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.

Primary purpose of the role

Manage a Land Data team in maintaining the integrity of the Register of Land Values, preparing documents and Register of Land Values data in accordance with legislation, policies and procedures. The Team Leader also provides land data information and advisory services to customers and stakeholders of Valuation Services.

Key accountabilities

- Lead the team in ensuring data and customer services provided are of consistent high quality and in accordance with KPI's of the service level agreement with the Valuer General
- Ensure that the Land Data team's supplementary valuations, property information reviews and contacts (enquiries) are finalised within the required timeframes as outlined in the LDM group's KPI's.
- Ensure that the Register of Land Values is accurately maintained in accordance with legislation, policies and procedures.
- Draft and approve correspondence on behalf of Land Data Management teams and Valuation Services and contribute to reporting requirements.
- Implement a continuous improvement program to ensure that the team provides a contemporary, responsive, cost effective and efficient service.
- Undertake and record quality assurance of work provided by contractors, to ensure the accuracy and integrity of the database and data files.
- Manage and resolve the more complex customer issues and enquiries within established timeframes.

Key challenges

- Effectively managing and motivating a team engaged in repetitive tasks to ensure high quality outcomes are delivered.
- Ensuring the provision of complex information to the public and stakeholders in a simple, clear and customer friendly manner.

Key relationships

Who	Why
Internal	
Manager	<ul style="list-style-type: none">• To provide information, seek advice and to discuss work priorities and allocation.
Other managers and supervisors	<ul style="list-style-type: none">• To discuss work allocation and resources.
Direct and indirect reports	<ul style="list-style-type: none">• To provide advice, guidance, support and development.
External	
Councils and contract valuers	<ul style="list-style-type: none">• To convey information and provide advice.
General public	<ul style="list-style-type: none">• To resolve technical enquiries and provide information.

Role dimensions

Decision making

The role holder makes decisions on a daily basis within general parameters set by the manager and consistent with policies, guidelines and procedures.

Reporting line

Senior Manager Land Data.

Direct reports

TBA

Budget/Expenditure

Nil

Essential requirements






- Experience and knowledge of the Register of Land Value system and an understanding of relevant legislation.

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	Intermediate
	Act with Integrity	Intermediate
	Manage Self	Adept
	Value Diversity	Foundational
 Relationships	Communicate Effectively	Adept
	Commit to Customer Service	Adept
	Work Collaboratively	Intermediate
	Influence and Negotiate	Intermediate
 Results	Deliver Results	Adept
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Foundational
	Technology	Intermediate
	Procurement and Contract Management	Intermediate
	Project Management	Intermediate
 People Management	Manage and Develop People	Adept
	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 behavioral indicators provide examples of the types of behaviors 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	Intermediate	<ul style="list-style-type: none"> Be flexible and adaptable and respond quickly when situations change Offer own opinion and raise challenging issues Listen when ideas are challenged and respond in a reasonable way

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Relationships Communicate Effectively	Adept	<ul style="list-style-type: none"> • Work through challenges • Stay calm and focused in the face of challenging situations • 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 Commit to Customer Service	Adept	<ul style="list-style-type: none"> • Take responsibility for delivering high quality customer-focused services • Understand customer perspectives and ensure responsiveness to their needs • Identify customer service needs and implement solutions • Find opportunities to co-operate with internal and external parties to improve outcomes for customers • Maintain relationships with key customers in area of expertise • Connect and collaborate with relevant stakeholders within the community
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 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	Foundational	<ul style="list-style-type: none"> • Understand that government services budgets are limited and must only be used for intended purposes • Appreciate the importance of accuracy and completeness in estimating costs as well as calculating and recording financial data and transactions • Be aware of financial delegation principles and processes • Understand compliance obligations related to using resources and recording financial transactions
People Management Manage and Develop People	Adept	<ul style="list-style-type: none"> • Define and clearly communicate roles and responsibilities to achieve team/unit outcomes • Negotiate clear performance standards and monitor progress • Develop team/unit plans that take into account team capability, strengths and opportunities for development • Provide regular constructive feedback to build on strengths and achieve results

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none">• Address and resolve team and individual performance issues, including unsatisfactory performance in a timely and effective way• Monitor and report on performance of team in line with established performance development frameworks