Role Description

Manager, Property Strategic Advisory Services

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| **Cluster** | **Planning, Housing & Infrastructure** |
| **Agency** | **Department of Planning, Housing & Infrastructure** |
| **Division/Branch/Unit** | **Property, Development & Valuation / Property & Development NSW / Strategic Advisory Services** |
| **Classification/Grade/Band** | **Clerk Grade 9/10** |
| **Role Family** | **Bespoke/ Projects & Programs/Delivery** |
| **ANZSCO Code** | **139999** |
| **PCAT Code** | **1449192** |
| **Date of Approval** | **May 2024 (updated from June 2023)** |
| **Agency Website** | [**https://www.nsw.gov.au/departments-and-agencies/department-o**](http://www.dpie.nsw.gov.au)**f-planning-housing-and-infrastructure** |

**Agency overview**

The Department of Planning, Housing and Infrastructure are building the future of NSW through delivering diverse planning, housing solutions and infrastructure across the state. We strive to be a high-performing, world-class public service organisation that celebrates and reflects the full diversity of the community we serve and seeks to embed Aboriginal cultural awareness and knowledge throughout the department.

Property & Development NSW (PDNSW) is a Division within Department of Planning Housing and Infrastructure. The Division is responsible for the management and delivery of large scale or complex real estate projects, transactions, workplace strategy, design and delivery, and manages the state’s significant property portfolio.

Strategic Advisory Services within PDNSW delivers expert strategic property advisory services to ensure that government-owned property and government-led development are advanced in support of whole-of-government strategic priorities to maximise community benefit.

Primary purpose of the role

The role manages advisory, development and transaction projects for government property assets or portfolios, working closely with a range of internal and external stakeholders.

# Key accountabilities

* Manage and oversee development and transaction objectives for property assets and portfolios and projects that may include rezoning’s, remediation, restoration, adaptive re-use and / or development; transaction management, leasing and acquisition (including compulsory acquisition); property advisory, including highest and best use and application of government policy; and, research and review of government owned property portfolios to identify opportunities to enhance value and utilisation.
* Manage and oversee all aspects of project development and implementation to realise optimal project outcomes for a diverse range of property types allowing for factors including urban design, environmental, planning and heritage constraints, political and community interests and landscape challenges.
* Provide expert informed and considered advice on property related matters to key stakeholders including executives, ministerial advisers and agency clients.
* Perform research, due diligence, feasibility analysis and strategy development demonstrating an ability to make informed decisions allowing for factors including financial return, time constraints, opportunity and risk.
* Manage service providers in technical disciplines including environmental, heritage, planning, legal, construction, infrastructure, communications, quantity surveying, architecture, leasing and sales.
* Management of projects ensuring appropriate governance that adheres to applicable policies, procedures and guidelines, and the identification, monitoring and pro-active management of project risk, documentation, budgets and invoicing.
* Manage communications with stakeholders effectively to ensure that support is secured for project objectives and that issues are addressed in a timely and appropriate fashion.
* Prepare project reporting focusing on performance against approved milestones and objectives.

Key challenges

* Ensuring stakeholder support within the Property and Development NSW leadership team and executives in other agencies to ensure complex projects are delivered within time, cost and quality parameters whilst complying with relevant government approvals, legislation and regulations.
* Ensuring a high level of corporate governance, ethics and probity in all dealings as government property dealings are highly visible, often controversial and subject to intense scrutiny by the media, stakeholders and oversight bodies.
* Identifying and anticipating issues and developing and implementing solutions that could adversely impact the realisation of project objectives including technical, client and community, policy and procedural and financial issues.

Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Senior Manager | * Receive advice and report on progress of projects * Discuss future directions and scope projects * Provide expert advice and contribute to decision making * Identify emerging issues/risks and their implications and propose solutions. |
| Senior Executive | * Develop stakeholder support with the Property and Development NSW leadership team to ensure execution of projects and optimise results, in line with organisational strategy. |
| Client/Customer | * Develop stakeholder support with Property and Development NSW business units and other agencies and clusters to ensure execution of projects and optimise results, in line with government decisions and/or client instructions. * Contribute to a client-focused approach to service delivery. |
| Work Team | * Inspire, motivate, mentor and provide direction to Property and Development NSW team members. |
| **External** |  |
| Industry professionals/consultants | * Manage external consultants and service providers so that they provide accurate and timely technical advice * Participate in discussions regarding innovation and best practice to mitigate or eliminate risk. |
| Local Authorities / State Government | * Obtain planning and development approvals if required. |

# Role dimensions

## Decision making

## This role has autonomy and makes decisions that are within the delegations relating to the role. This may include decisions that require significant change to project outcomes or timeframes or that may require escalation of issues to more senior staff and clients. The role is fully accountable for the delivery of work assignments on time and to expectations in terms of quantitative and qualitative outcomes.

## Reporting line

Director

## Direct reports

Nil

## Budget/Expenditure

As per DPHI Delegations

**Knowledge and experience**

* Experience in using and/or utilising the outputs of geospatial tools in a land and property context to support project delivery.

# Essential Requirements

* Tertiary qualifications in a property related discipline which may include planning, property valuation/economics, property law, project management, property development or engineering.

# Capabilities for the role

The [NSW public sector capability framework](https://www.psc.nsw.gov.au/workforce-management/capability-framework/the-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.

| **Capability group/sets** | **Capability name** |  | **Behavioural indicators** | **Level** |
| --- | --- | --- | --- | --- |
|  | **Display Resilience and Courage**  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 * Give frank and honest feedback and advice * Listen when ideas are challenged, seek to understand the nature of the comment and respond appropriately * Raise and work through challenging issues and seek alternatives * Remain composed and calm under pressure and in challenging situations | Adept |
|  | **Communicate Effectively**  Communicate clearly, actively listen to others, and respond with understanding and respect | | * Tailor communication to diverse audiences * Clearly explain complex concepts and arguments to individuals and groups * Create opportunities for others to be heard, listen attentively and encourage them to express their views * 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 |
|  | **Influence and Negotiate**  Gain consensus and commitment from others, and resolve issues and conflicts | | Negotiate from an informed and credible position  Lead and facilitate productive discussions with staff and stakeholders  Encourage others to talk, share and debate ideas to achieve a consensus  Recognise diverse perspectives and the need for compromise in negotiating mutually agreed outcomes  Influence others with a fair and considered approach and sound arguments  Show sensitivity and understanding in resolving conflicts and differences  Manage challenging relations with internal and external stakeholders  Anticipate and minimise conflict | Adept |
|  | **Deliver Results**  Achieve results through the efficient use of resources and a commitment to quality outcomes | | Use own and others’ expertise to achieve outcomes, and take responsibility for delivering 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. | Adept |
|  | **Think and Solve Problems**  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  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 |
|  | **Project Management**  Understand and apply effective planning, coordination and control methods | | Perform basic research and analysis to inform and support the achievement of project deliverables  Contribute to developing project documentation and resource estimates  Contribute to reviews of progress, outcomes and future improvements  Identify and escalate possible variances from project plans | 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.

| **Capability group/sets** | **Capability name** |  | **Description** | **Level** |
| --- | --- | --- | --- | --- |
|  | Act with Integrity | | Be ethical and professional, and uphold and promote the public sector values | Intermediate |
|  | Manage Self | | Show drive and motivation, an ability to self-reflect and a commitment to learning | Adept |
|  | Value Diversity and Inclusion | | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Intermediate |
|  | Commit to Customer Service | | Provide customer-focused services in line with public sector and organisational objectives | Adept |
|  | Work Collaboratively | | Collaborate with others and value their contribution | Adept |
|  | Plan and Prioritise | | Plan to achieve priority outcomes and respond flexibly to changing circumstances | Intermediate |
|  | Demonstrate Accountability | | Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines | Intermediate |
|  | Finance | | Understand and apply financial processes to achieve value for money and minimise financial risk | Intermediate |
|  | Technology | | Understand and use available technologies to maximise efficiencies and effectiveness | Intermediate |
|  | Procurement and Contract Management | | Understand and apply procurement processes to ensure effective purchasing and contract performance | Intermediate |