

Role Description

Manager Strategic Asset Management



Cluster	Stronger Communities
Department/Agency	NSW State Emergency Service
Division/Branch/Unit	FABS
Location	State Headquarters
Classification/Grade/Band	Clerk Grade 9/10
ANZSCO Code	132111
Role Number	52019670
PCAT Code	2552392
Date of Approval	February 2024
Agency Website	www.ses.nsw.gov.au

Agency overview

Our Mission: NSW SES saving lives and creating safer communities.

Our Vision: A trusted volunteer-based emergency service, working together to deliver excellence in community preparedness and emergency response.

The NSW State Emergency Service (NSW SES) is an emergency and rescue service made up almost entirely of volunteers and supported by a small staff contingent. NSW SES is a key influencer of other emergency service agencies and works closely with these partners to modernise and grow volunteering to save lives and protect communities.

While major responsibilities are for flood, storm operations and tsunamis, the NSW SES also provides the majority of general rescue effort in the rural parts of the state. This includes road accident rescue, vertical rescue, bush search and rescue, evidence searches (both metropolitan and rural), other forms of specialist rescue that may be required due to local threats, Urban Search and Rescue and Community First Response.

Primary purpose of the role

The Manager, Strategic Asset Management implements asset management processes, practices and systems to deliver high quality services and drive value from the agency's asset portfolio. The role supports the owners of Asset Management plans in the development, review and delivery of asset management plans and advisory projects to ensure plans meet and align with NSW Treasury and NSW Infrastructure Asset Management principles and policies.

Key accountabilities

- Manage and monitor delivery of a portfolio of asset management programs to enhance capability and maximise asset management outcomes.
- Facilitate input from team members and other stakeholders to manage the planning and delivery of asset management advisory project milestones and outcomes.

- Identify, develop and maintain stakeholder relationships through effective communication, negotiation and issues management to ensure project deliverables are met.
- Drive and support the development and preparation of business proposals including participating as part of a bid team for significant proposals to contribute to business performance.
- Lead and deliver tasks and projects that demonstrate a thorough understanding and application of best practice asset and project management principles to achieve client satisfaction, performance targets and provide excellent client service.
- Support and direct an Agency / stakeholder focused multi-skilled team by providing expert advice and utilising key management, training and development, stakeholder / team building and communication strategies.
- Identify opportunities for process improvement and propose new approaches for consideration by the stakeholders to contribute to improved asset management performance.
- Identify the learning and development needs of self and stakeholders, provide mentorship and facilitate appropriate action to the continued development of asset management capability across the Agency.

Key challenges

- Identifying and managing project delivery risks, including application of Asset Management principles and policies of NSW Treasury and NSW Infrastructure, given that stakeholder's behaviour needs to be influenced to implement identified project risk strategies.
- Managing and collaborating with a wide range on internal and external stakeholders and balancing competing demands to ensure Agency business objectives are met.
- Managing teams that comprise members with a diverse range of skills and nurturing these skills to achieve Agency asset management objectives.

Key relationships

Who	Why
Internal	
Asset Management Function	<ul style="list-style-type: none"> • Provide asset management advice for informed executive decision making.
Manager	<ul style="list-style-type: none"> • Provide sound advice and guidance on technical issues related to asset and project management services • Escalate issues and provide solutions • Contribute to broader unit issues • Participate in discussions and decisions regarding asset management knowledge development opportunities
Work Team	<ul style="list-style-type: none"> • Inspire and motivate team / stakeholders, provide direction and manage performance • Support team members and work collaboratively to contribute to achieve business outcomes • Participate in meetings to share information and provide input on Issues

External	
Customers/Stakeholders	<ul style="list-style-type: none"> Develop and maintain effective working relationships and open channels of communication to ensure stakeholders are well informed. Contribute to a client-focused approach to service delivery
Government Agencies	<ul style="list-style-type: none"> Develop and maintain effective working relationships and open channels of communication with NSW Treasury, NSW Infrastructure and other government and emergency service agencies
External Asset Management Community	<ul style="list-style-type: none"> To contribute to, and remain up to date on, asset management best practices by engaging with experts from across the field
Vendors/Service Providers	<ul style="list-style-type: none"> Research, identify, negotiate and approve contracts and service agreements Manage contracts and monitor provision of service to ensure compliance with contracts and service arrangements
Industry professionals/ consultants	<ul style="list-style-type: none"> Seek/maintain specialist knowledge/advice and collaborate on and keep up to date with industry best practice. Participate in forums, groups to represent the agency and share information

Role dimensions

Decision making

This role has a high level of autonomy and makes decisions that are under their direct control. This role is fully accountable for the delivery of work assignments on time and to expectations in terms of quality, deliverables and outcomes. This role submits reports and other forms of written advice with minimal input from the Manager. On specialised technical/professional matters the role is required to research all relevant standards and requirements and make expert and informed recommendations upon which higher level decisions can be made.

Line Manager

Director Finance Asset and Business Services

Direct reports

Nil

Budget/Expenditure

The revenue targets for this role are set on an annual basis and will form part of the role's Performance and Development Plans.

Key knowledge and experience

- Proven knowledge and experience in Quality systems, improving Quality performance in an organisation and leading an extensive audit process
- High level interpersonal and people management skills, and experience in a role assisting internal and external clients and conducting training
- Strong influencing and communication skills: verbal, facilitation and presentation experience selling bigger picture benefit and value

Role Description: Manager Strategic Asset Management

Essential requirements

- Qualifications in Strategic Asset Management, Project Management, and / or relevant and extensive experience in Strategic Asset Management.S
- Demonstrated experience as project lead on asset management projects / submissions.
- Expert knowledge in the preparation of Asset Management Plans, Strategic Asset Management Plans and Operational Plans in accordance with Agency, NSW Treasury and Infrastructure NSW guidelines and accepted best practice.
- Current NSW Driver's License and/or ability to drive to and work in remote locations which may include overnight stays.

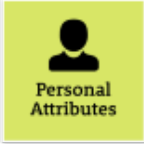

Capabilities for the role




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.

Focus capabilities

Capability group/sets	Capability name	Behavioural indicators	Level
	Act with Integrity Be ethical and professional, and uphold and promote the public sector values	<ul style="list-style-type: none">• Represent the organisation in an honest, ethical and professional way and encourage others to do so• Act professionally and support a culture of integrity• Identify and explain ethical issues and set an example for others to follow• Ensure that others are aware of and understand the legislation and policy framework within which they operate• Act to prevent and report misconduct and illegal and inappropriate behaviour	Adept
	Manage Self Show drive and motivation, an ability to self-reflect and a commitment to learning	<ul style="list-style-type: none">• Keep up to date with relevant contemporary knowledge and practices• Look for and take advantage of opportunities to learn new skills and develop strengths• Show commitment to achieving challenging goals• Examine and reflect on own performance• Seek and respond positively to constructive feedback and guidance• Demonstrate and maintain a high level of personal motivation	Adept

 Relationships	Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives	<ul style="list-style-type: none"> • Take responsibility for delivering high-quality customer-focused services • Design processes and policies based on the customer's point of view and needs • Understand and measure what is important to customers • Use data and information to monitor and improve customer service delivery • Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers • Maintain relationships with key customers in area of expertise • Connect and collaborate with relevant customers within the community 	Adept
 Relationships	Communicate Effectively Communicate clearly, actively listen to others and respond with understanding and respect.	<ul style="list-style-type: none"> • Present with credibility, engage diverse audiences and test levels of understanding. • Translate technical and complex information clearly and concisely for diverse audiences. • Create opportunities for others to contribute to discussion and debate. • Contribute to and promote information sharing across the organisation. • Manage complex communications that involve understanding. • and responding to multiple and divergent viewpoints • Explore creative ways to engage diverse audiences and communicate information • Adjust style and approach to optimise outcomes • Write fluently and persuasively in plain English and in a range of styles and formats 	Advanced
 Relationships	Work Collaboratively Collaborate with others and value their contribution	<ul style="list-style-type: none"> • Build a supportive and cooperative team environment • Share information and learning across teams • Acknowledge outcomes that were achieved by effective collaboration • Engage other teams and units to share information and jointly solve issues and problems • Support others in challenging situations • Use collaboration tools, including digital technologies, to work with others 	Intermediate

	Deliver Results Achieve results through the efficient use of resources and a commitment to quality outcomes	<ul style="list-style-type: none"> • Seek and apply the expertise of key individuals to achieve organisational outcomes • Drive a culture of achievement and acknowledge input from others • Determine how outcomes will be measured and guide others on evaluation methods • Investigate and create opportunities to enhance the achievement of organisational objectives • Make sure others understand that on-time and on-budget results are required and how overall success is defined • Control business unit output to ensure government outcomes are achieved within budgets • Progress organisational priorities and ensure that resources are acquired and used effectively 	Advanced
	Plan & Prioritise Plan to achieve priority outcomes and respond flexibly to changing circumstances.	<ul style="list-style-type: none"> • Consider the future aims and goals of the team, unit and organisation when prioritising own and others' work • Initiate, prioritise, consult on and develop team and unit goals, strategies and plans • Anticipate and assess the impact of changes, including government policy and economic conditions, on team and unit objectives and initiate appropriate responses • Ensure current work plans and activities support and are consistent with organisational change initiatives • Evaluate outcomes and adjust future plans accordingly 	Adept




Finance

Understand and apply financial processes to achieve value for money and minimise financial risk.

- Understand basic financial terminology, policies and processes, including the difference between recurrent and capital spending
- Consider financial implications and value for money in making recommendations and decisions
- Understand how financial decisions impact the overall financial position
- Understand and act on financial audit, reporting and compliance obligations
- Display an awareness of financial risk, reputational risk and exposure, and propose solutions to address these

Intermediate

Occupational Specific Focus Capabilities

Capability group/sets	Capability name	Behavioural indicators	Level
	Asset Management Processes and Practices Manage and integrate asset lifecycle activities by balancing cost, risk and performance to meet government objectives.	<ul style="list-style-type: none">• Manage activities within a particular phase or phases of the asset lifecycle, for example asset planning, delivery/acquisition, decommissioning or divestment activities• Deliver activities in accordance with an operational or maintenance model for assets• Undertake cost analysis across the asset lifecycle, including capital and recurrent costs• Identify cost, risk and performance considerations resulting from assessment of the asset portfolio• Identify asset-related risk in alignment with the organisation's risk management framework• Identify and deliver continual improvements and organisational capability building initiatives in asset management• Manage resources and services required to deliver the asset management plans	2



Asset Management Data and Information

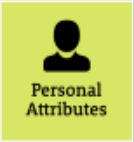
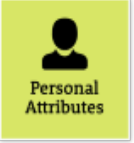
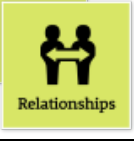



Produce asset data and information that supports decision-making and continual improvement.

- Implement asset information and data management strategies that support decision-making and continual improvement
- Analyse and create insights from asset information and data in accordance with the organisation's standards and processes
- Use and continually improve asset information technologies to carry out asset management processes
- Maintain and improve asset management knowledge sharing frameworks and activities

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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
	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Adept
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	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	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



Project Management

Understand and apply effective project planning, coordination and control methods

Intermediate

Occupation specific capability set



Asset Management Strategy and Planning

Align asset management policy, strategy and planning to deliver government objectives.

Level 1