

# Role Description

## Compliance Inspection Officer



Planning,  
Industry &  
Environment

Cluster	Department of Planning, Industry and Environment
Agency	NSW Land and Housing Corporation
Division/Branch/Unit	Assets - Asset Programs
Location	Strawberry Hills
Classification/Grade/Band	Clerk Grade 5/6
Kind of Employment	
Role Number	
ANZSCO Code	
PCAT Code	
Date of Review	September 2019
Agency Website	<a href="http://www.dpie.nsw.gov.au">www.dpie.nsw.gov.au</a>

### Agency overview

The Department of Planning, Industry and Environment's (DPIE) mission is to enhance the lives of the people of NSW by driving priorities, brokering outcomes and delivering programs and services. The NSW Land and Housing Corporation (LAHC) is a Public Trading Enterprise within the DPIE cluster responsible for the social housing portfolio.

*Future Directions for Social Housing in NSW (Future Directions)* sets out the Government's vision to transform the social housing system, with LAHC playing a critical role through the Communities Plus program which is delivering 23,000 social housing dwellings, 500 affordable housing and 40,000 private housing dwellings over 10 years.

The Assets Division provides state-wide asset management through the provision of contract management, development and implementation of policy and standards, tenancy management and maintenance contract and program delivery.

### Primary purpose of the role

Undertake and report on field inspection activities/outcomes to verify contractor compliance with maintenance contract requirements.

### Key accountabilities

- Delivers timely, accurate and effective inspections by adhering to the inspections program and standards and maintaining quality, accurate and up-to-date records of inspections undertaken, outcomes and actions required.
- Builds and maintains positive relationships with contractors to ensure the effective and efficient delivery of the inspection program and maintenance program.

- Identifies actions required working collaboratively with Contractors to resolve compliance issues and where necessary issue non-compliance or other notices.
- Identifies and reports to management on emerging issues, thereafter providing recommendations so as to improve and minimise the impact of these issues on the delivery of asset programs.
- Understands and assists in the implementation of compliance education strategies, as required.

## Key challenges

- Remaining professional, firm and fair, particularly in situations where non-compliance has been identified and conflict is possible.
- Managing the challenges of interacting with tenants on a regular basis and balancing tenant issues with the need to meet inspection program requirements.
- Maintaining the necessary balance between field and office work so that field inspections are completed to program and appropriate records are kept up to date.

## Key relationships

Who	Why
<b>Internal</b>	
Director Contract Administration	<ul style="list-style-type: none"> <li>• Receive broad guidance, exchange information and provide advice</li> </ul>
Asset Programs Unit	<ul style="list-style-type: none"> <li>• Exchange information</li> </ul>
Contractors	<ul style="list-style-type: none"> <li>• Build and maintain effective professional relationships, work collaboratively</li> </ul>

## Role dimensions

### Decision making

Expected to operate with autonomy within the context of agreed work assignments and is fully accountable for the quality, integrity and accuracy of advice provided.

The ability to exercise delegations are subject to:

- restrictions outlined in the delegation schedule and/or guidelines,
- any direction, policy or procedure provided from your reporting officer (or higher) restricting your use of delegations.

### Reporting line

Director Contract Administration

### Direct reports

Nil

### Budget/Expenditure

This is a general financial limit and does not apply to every delegation. Refer to the Financial Delegations on the LAHC intranet.

## Essential requirements

- Relevant Qualifications or accreditation in Quality Management principles and associated Australian Quality Standards or relevant work experience.
- Understanding of the Australian Building Codes, Australian Standards, Government or commercial probity and contracting standards.
- Relevant qualification and/or sound construction building maintenance and/or building construction experience/exposure, together with field inspection experience and measurement of performance against standards.
- Desirable – experience in compliance inspections of building essential services.
- Current driver's license.

## Work Health and Safety Obligations

As a staff member (or worker) you are required to:

- Take reasonable care for your own health and safety at all times and not adversely affect the health and safety of other people.
- Comply with any reasonable instruction and cooperate with any reasonable health and safety policy or procedure.
- Report workplace hazards.
- Complete WHS induction training.
- Report all workplace hazards, incidents and near misses.
- Participate in the WHS consultative process.

## Travel

The role may involve travel both locally and regionally, including overnight travel, as required by the business and/or directed.

## Important Information

All Departmental employees are required to comply with policies and guidelines for employment equity and diversity, ethical and fair workplace practices, work health and safety and, code of conduct to ensure professionalism in the workplace.

Appointments to the Department are subject to reference checks. Some positions may also be subject to a criminal record check and a working with children check.

Please visit the Department's website for further important information about the Department.





## 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](http://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
	<b>Act with Integrity</b>	<b>Intermediate</b>
	Manage Self	Intermediate
	Value Diversity	Foundational
 Relationships	Communicate Effectively	Intermediate
	Commit to Customer Service	Intermediate
	<b>Work Collaboratively</b>	<b>Intermediate</b>
	<b>Influence and Negotiate</b>	<b>Intermediate</b>
 Results	Deliver Results	Intermediate
	Plan and Prioritise	Foundational
	<b>Think and Solve Problems</b>	<b>Intermediate</b>
	Demonstrate Accountability	Foundational
 Business Enablers	Finance	Foundational
	Technology	Foundational
	Procurement and Contract Management	Intermediate
	<b>Project Management</b>	<b>Intermediate</b>

## Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours 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
<b>Personal Attributes</b> Act with Integrity	Intermediate	<ul style="list-style-type: none"> <li>Represent the organisation in an honest, ethical and professional way</li> <li>Support a culture of integrity and professionalism</li> <li>Understand and follow legislation, rules, policies, guidelines and codes of conduct</li> <li>Help others to understand their obligations to comply with legislation, rules, policies, guidelines and codes of conduct</li> <li>Recognise and report misconduct, illegal or inappropriate behaviour</li> </ul>

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
<b>Relationships</b> Work Collaboratively	Intermediate	<ul style="list-style-type: none"> <li>• Report and manage apparent conflicts of interest</li> <li>• Build a supportive and co-operative team environment</li> <li>• Share information and learning across teams</li> <li>• Acknowledge outcomes which were achieved by effective collaboration</li> <li>• Engage other teams/units to share information and solve issues and problems jointly</li> <li>• Support others in challenging situations</li> </ul>
<b>Relationships</b> Influence and Negotiate	Intermediate	<ul style="list-style-type: none"> <li>• Utilise facts, knowledge and experience to support recommendations</li> <li>• Work towards positive and mutually satisfactory outcomes</li> <li>• Identify and resolve issues in discussion with other staff and stakeholders</li> <li>• Identify others' concerns and expectations</li> <li>• Respond constructively to conflict and disagreements</li> <li>• Keep discussion focused on the key issues</li> </ul>
<b>Results</b> Think and Solve Problems	Intermediate	<ul style="list-style-type: none"> <li>• Research and analyse information and make recommendations based on relevant evidence</li> <li>• Identify issues that may hinder completion of tasks and find appropriate solutions</li> <li>• Be willing to seek out input from others and share own ideas to achieve best outcomes</li> <li>• Identify ways to improve systems or processes which are used by the team/unit</li> </ul>
<b>Business Enablers</b> Project Management	Intermediate	<ul style="list-style-type: none"> <li>• Perform basic research and analysis which others will use to inform project directions</li> <li>• Understand project goals, steps to be undertaken and expected outcomes</li> <li>• Prepare accurate documentation to support cost or resource estimates</li> <li>• Participate and contribute to reviews of progress, outcomes and future improvements</li> <li>• Identify and escalate any possible variance from project plans</li> </ul>