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| **Cluster** | Department of **Regional NSW** |
| **Agency** | Public Works Advisory and Regional Development |
| **Division/Branch/Unit** | Public Works Advisory |
| **Location** | State of NSW |
| **Classification/Grade/Band** | Clerk Grade 11/12 |
| **ANZSCO Code** | 132111 |
| **PCAT Code** | 1552492 |
| **Date of Approval** | June 2016 (updated September 2020 and March 2021) |
| **Agency Website** | www.drnsw.nsw.gov.au or www.publicworks.nsw.gov.au |

Agency overview

The Department of Regional NSW is the central agency responsible for building resilient regional economies and communities, strengthening primary industries, managing the use of regional land, overseeing the state’s mineral and mining resources and ensuring government investment in regional NSW is fair and delivers positive outcomes for local communities and businesses.  
  
Public Works Advisory (PWA) is part of the Department of Regional NSW and supports local and state government agencies to deliver critical infrastructure initiatives by providing expert advisory, planning, design, delivery and support services. Our work is in the hospitals, dams, water treatment plants and high schools – the real foundations of prosperous communities. Every day we help shape the ambitious projects that bring progress to more people in NSW. From forging a more sustainable relationship with the land around us, to engineering the big ideas of the future. In every challenge we see the chance to build stronger and more connected communities. We do this by developing solutions that show creativity and grassroots ingenuity, providing impartial advice and support at all levels of government and the private sector, and partnering with experts to maximise the benefits of our knowledge and experience.  
  
In PWA offices all over the state, you’ll find local expertise for local issues. We uncover the best talent, scrutinise cost and risk, and bridge the gap between private sector and government. By managing these nuances, projects we work on don’t just get done, they become benchmarks others aspire too.

Primary purpose of the role

Lead and manage strategic and operational projects to meet organisational objectives relating to Asset and Facilities Management.

# Key accountabilities

* Manage and review budgets across facilities management, WHS and compliance and the help desk to maximise achievement of goals and required levels of skills and performance.
* Manage external service providers for day to day operational management to support the effective delivery of Department strategy as it relates to Asset and Facilities Management.
* Lead and manage the Asset and Facilities Management team to ensure that they contribute to the delivery of timely and accurate data for the formulation of asset lifecycle plans.
* Manage audits and undertake reviews of external service provider performance to ensure operational requirements and the needs of the business are met.
* Review, improve, update and record all relevant policies and procedures, ensuring implementation and compliance with business requirements.
* Promote the public sector values of integrity, trust, service and accountability, and the organisation's Code of Conduct and manage business processes to ensure the proactive identification of risk and review and improvement of systems designed to minimise or eliminate fraud and corruption.
* Establish, develop and maintain key business relationships with client agencies, suppliers and other stakeholder both external and internal to the business unit, providing specialist advice to inform decision making.

Key challenges

* Managing numerous processes and balance competing priorities and tight timeframes, in accordance with government policy and procedure.
* Building a collaborative and high performing team, internal and external, with the expectation that they understand and deliver outstanding service.
* Consulting and negotiating with diverse stakeholders given the complexity and sensitivity of the initiatives being managed; and managing and strategically delivering on the fluctuating asset base, and ensuring buildings and places are compliant with legislative requirements and Work Health and Safety standards.

Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Manager | * Provide expert advice and reporting on the status of projects * Escalate issues and provide advice |
| Work Team | * Inspire and motivate team, provide direction and manage performance * Guide, support, coach and mentor team members |
| **External** |  |
| Customers/Stakeholders | * Develop and maintain effective relationships, including engagement and consultation in the delivery of the project to facilitate outcomes * Resolve and provide solutions to issues * Provide advice and influence outcomes |
| Vendors and Service Providers | * Manage contracts and monitor provision of service * Negotiate the approval of contracts and service agreements * Resolve and provide solutions to issues |
| Industry professionals/consultants | * Seek/maintain specialist knowledge/advice and collaboration 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 autonomy and makes decisions that are under their direct control. It refers to Manager decisions that require significant change to program outcomes or timeframes or are likely to escalate or require submission to a higher level of management. 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, business cases and other forms of written advice with minimal input from the manager.

## Reporting line

Director, Asset and Facilities Management

## Direct reports

This role has various direct reports

## Budget/Expenditure

As per the DFSI Financial Delegations

Essential requirements

* Relevant industry experience and/or qualifications in Strategic Asset Management, Facilities Management, Building Services, Procurement
* Substantial experience in asset management, facilities management or building services
* Current and valid NSW driver’s license.

# 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.

| 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 | | 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 |
|  | **Communicate Effectively**  Communicate clearly, actively listen to others, and respond with understanding and respect | | 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 |
| **Influence and Negotiate**  Gain consensus and commitment from others, and resolve issues and conflicts | | Influence others with a fair and considered approach and present persuasive counter-arguments  Work towards mutually beneficial ‘win-win’ outcomes  Show sensitivity and understanding in resolving acute and complex conflicts and differences  Identify key stakeholders and gain their support in advance  Establish a clear negotiation position based on research, a firm grasp of key issues, likely arguments, points of difference and areas for compromise  Anticipate and minimise conflict within the organisation and with external stakeholders | Advanced |
|  | **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 staff understand expected goals and acknowledge staff success in achieving these  Identify resource needs and ensure goals are achieved within set budgets and deadlines  Use business data to evaluate outcomes and inform continuous improvement  Identify priorities that need to change and ensure the allocation of resources meets new business needs  Ensure that the financial implications of changed priorities are explicit and budgeted for | Adept |
|  | **Procurement and Contract Management**  Understand and apply procurement processes to ensure effective purchasing and contract performance | | Apply legal, policy and organisational guidelines and procedures relating to procurement and contract management  Develop well-written, well-structured procurement documentation that clearly sets out the business requirements  Monitor procurement and contract management processes to ensure they are open, transparent and competitive  Be aware of procurement and contract management risks, and actions to manage or mitigate risk in monitoring contract performance  Evaluate tenders and select providers in an objective and rigorous way, in line with established guidelines and principles  Escalate procurement and contract management issues, where required | Adept |
|  | **Manage and Develop People**  Engage and motivate staff, and develop capability and potential in others | | Define and clearly communicate roles, responsibilities and performance standards to achieve team outcomes  Adjust performance development processes to meet the diverse abilities and needs of individuals and teams  Develop work plans that consider capability, strengths and opportunities for development  Be aware of the influences of bias when managing team members  Seek feedback on own management capabilities and develop strategies to address any gaps  Address and resolve team and individual performance issues, including unsatisfactory performance, in a timely and effective way  Monitor and report on team performance in line with established performance development frameworks | Adept |

# 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.

| COMPLEMENTARY CAPABILITIES | | | | |
| --- | --- | --- | --- | --- |
| **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 | Advanced |
| Manage Self | | Show drive and motivation, an ability to self-reflect and a commitment to learning | Advanced |
| Value Diversity and Inclusion | | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Adept |
|  | 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 | Adept |
| Think and Solve Problems | | Think, analyse and consider the broader context to develop practical solutions | Advanced |
| Demonstrate Accountability | | Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines | Adept |
|  | 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 | Intermediate |
| Project Management | | Understand and apply effective planning, coordination and control methods | Intermediate |
|  | Inspire Direction and Purpose | | Communicate goals, priorities and vision, and recognise achievements | Intermediate |
| Optimise Business Outcomes | | Manage people and resources effectively to achieve public value | Adept |
| Manage Reform and Change | | Support, promote and champion change, and assist others to engage with change | Intermediate |