

Role Description

Property Manager



Transport
for NSW

Cluster	Transport
Agency	Transport for NSW
Division/Branch/Unit	Regional and Outer Metro / Network and Assets, Regional Property and Asset Renewal
Role number	Various
Classification/Grade/Band	USS11
ANZSCO Code	133111
PCAT Code	2212411
Date of Approval	December 2020
Agency Website	www.transport.nsw.gov.au

Agency overview

At Transport, we're passionate about making NSW a better place to live, work and visit. Our vision is to give everyone the freedom to choose how and when they get around, no matter where they live. Right now, we're delivering a \$57.5bn program – the largest Australia has ever seen – to keep people and goods moving, connect communities and shape the future of our cities, centres and regions. At Transport, we're also committed to creating a diverse, inclusive and flexible workforce, which reflects the community and the customers we serve.

Our organisation – Transport for NSW – is comprised of numerous integrated divisions that focus on achieving community outcomes for the greater good and on putting our customers at the centre and our people at the heart of everything we do.

Primary purpose of the role

The Property Manager is responsible for leading the effective and efficient management of the Country Regional Network (CRN) property portfolio including the relationships with the CRN Contractor, other Branches and Divisions within TfNSW, agencies and stakeholders. The role works with our regional stakeholders and the contracted service providers to ensure that TfNSW meets its property specific obligations and continues to deliver property, project and community services adding value to TfNSW and regional NSW.

The role also provides specialist advice across the infrastructure property lifecycle and is the primary contact for property related CRN assurance and operation matters.

Key accountabilities

- Demonstrate the Transport Connected Leadership dimensions by role modelling collegiate and collaborative behaviours to achieve the greater good for the community, celebrate our diverse workforce, create an environment where people can create and thrive, and support our people's wellbeing.

- Lead and manage the property interface between the CRN Contractor, Asset Trustees, TAHE, N&A branches and other TfNSW divisions to facilitate the delivery effective property services on the CRN which include a portfolio of commercial, residential, retail and community agreements.
- Undertake effective planning, high level risk analysis and risk assessment relating to the provision of access/land required for permanent infrastructure and facilities throughout the CRN.
- Manage the implementation of third-party lease and licence agreements with external parties as required across the CRN network.
- Manage the coordination between TfNSW internal technical specialists and the CRN contractor to ensure the efficient delivery of all environmental, acquisition and disposal activities to meet Project, safety, and other statutory and regulatory obligations.
- Manage the consultation with TfNSW internal stakeholders, comment on and approve planning and landowner consent requirements across the CRN portfolio.
- Provide timely and accurate specialist property advice to the Network and Assets Contract manager on all aspects of the property infrastructure lifecycle.

Key challenges

- Analysing and providing high level advice regarding various complex CRN property matters across the network.
- Balancing the competing needs and expectations of stakeholders, given the range of different stakeholder perspectives, while remaining focused on outcomes.
- Identifying, consulting, and coordinating various internal and external stakeholders to ensure all property transaction timeframes are achieved

Key relationships

Who	Why
Internal	
Relevant Reporting Line Manager	<ul style="list-style-type: none"> • Escalate issues, keep informed, advise, receive guidance and instructions Provide reports, data and analysis • Provide regular updates on key projects, issues and priorities • Participate in meetings to represent work group perspective and share information
Project Teams and Stakeholders	<ul style="list-style-type: none"> • Support team members and work collaboratively to contribute to achieving project outcomes • Participate in meetings to share information and provide input on issues Other Divisions and Branches • Maximise use of specialist technical resources to minimise risk and efficiently deliver CRN project programs / projects.
External	
Key government agencies, contractors and service providers, private sector partners	<ul style="list-style-type: none"> • Participate in forums, groups to represent agency and share information • Provide advice and respond to requests for information and media enquiries
Service Providers and Specialist Contracting and Consultancy Services	<ul style="list-style-type: none"> • Liaison to support property related activities across the CRN • Obtain information, review and assess for approval submitted Briefing documents
Other Government Agencies/ Private Sector Groups and Industry Associations	<ul style="list-style-type: none"> • Establish networks to enable performance benchmarking for property related trends and developments • Contribute to cross-agency or whole of government projects/programs

Role dimensions

Decision making

The role operates with autonomy in determining day to day work priorities within the context of an agreed work plan and in making associated decisions. Decisions on complex issues or those with political ramifications are referred to a higher level of authority.

Reporting line

The role reports the relevant reporting line Manager.

Direct reports

The role has no direct reports.

Budget/Expenditure

As per the approved TfNSW Financial Delegations.

Key knowledge and experience

- Extensive experience in project/property management and demonstrated experience in successful delivery of proactive property portfolio management outcomes.
- Demonstrated experience in working within relevant legislative frameworks relating to acquisition, property management and disposal.
- Demonstrated experience in both internal and external stakeholder management across a complex and diverse property portfolio.
- Highly developed communication and negotiation skills

Essential requirements

- Relevant tertiary qualification in a relevant discipline extensive experience relevant to the role.

Capabilities for the role

The [NSW public sector 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
 Personal Attributes	Act with Integrity Be ethical and professional, and uphold and promote the public sector values	<ul style="list-style-type: none"> • Model the highest standards of ethical and professional behaviour and reinforce their use • Represent the organisation in an honest, ethical and professional way and set an example for others to follow • Promote a culture of integrity and professionalism within the organisation and in dealings external to government • Monitor ethical practices, standards and systems and reinforce their use • Act promptly on reported breaches of legislation, policies and guidelines 	Advanced
	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
	Work Collaboratively Collaborate with others and value their contribution	<ul style="list-style-type: none"> • Recognise outcomes achieved through effective collaboration between teams • Build cooperation and overcome barriers to information sharing, communication and collaboration across the organisation and across government • Facilitate opportunities to engage and collaborate with stakeholders to develop joint solutions • Network extensively across government and organisations to increase collaboration • Encourage others to use appropriate collaboration approaches and tools, including digital technologies 	Advanced
 Results	Deliver Results Achieve results through the efficient use of resources and a	<ul style="list-style-type: none"> • Use own and others' expertise to achieve outcomes, and take responsibility for delivering intended outcomes • Make sure staff understand expected goals and 	Adept





commitment to quality outcomes	<ul style="list-style-type: none"> 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 	
Think and Solve Problems Think, analyse and consider the broader context to develop practical solutions	<ul style="list-style-type: none"> Undertake objective, critical analysis to draw accurate conclusions that recognise and manage contextual issues Work through issues, weigh up alternatives and identify the most effective solutions in collaboration with others Take account of the wider business context when considering options to resolve issues Explore a range of possibilities and creative alternatives to contribute to system, process and business improvements Implement systems and processes that are underpinned by high-quality research and analysis Look for opportunities to design innovative solutions to meet user needs and service demands Evaluate the performance and effectiveness of services, policies and programs against clear criteria 	Advanced
Demonstrate Accountability Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	<ul style="list-style-type: none"> Assess work outcomes and identify and share learnings to inform future actions Ensure that own actions and those of others are focused on achieving organisational outcomes Exercise delegations responsibly Understand and apply high standards of financial probity with public monies and other resources Identify and implement safe work practices, taking a systematic risk management approach to ensure own and others' health and safety Conduct and report on quality control audits Identify risks to successfully achieving goals, and take appropriate steps to mitigate those risks 	Adept
 Project Management Understand and apply effective planning, coordination and control methods	<ul style="list-style-type: none"> Understand all components of the project management process, including the need to consider change management to realise business benefits Prepare clear project proposals and accurate estimates of required costs and resources Establish performance outcomes and measures 	Adept

- for key project goals, and define monitoring, reporting and communication requirements
- Identify and evaluate risks associated with the project and develop mitigation strategies
- Identify and consult stakeholders to inform the project strategy
- Communicate the project's objectives and its expected benefits
- Monitor the completion of project milestones against goals and take necessary action
- Evaluate progress and identify improvements to inform future projects

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
 Personal Attributes	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Adept
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Highly Advanced
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Adept
 Relationships	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Adept
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Adept
 Results	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Adept
 Business Enablers	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	Adept
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Advanced