Role Description
Assistant Property Asset Manager

Cluster	Transport
Agency	Sydney Metro
Division/Branch/Unit	Operations, Customer Place-making / Place-making Property
Role number	51019990
Classification/Grade/Band	Grade 7
ANZSCO Code	224511
PCAT Code	1229191
Date of Approval	April 2020
Agency Website	www.sydneymetro.info

Agency overview

Sydney Metro is leading Australia's biggest public transport infrastructure program, developing and delivering a new world-class metro railway system for Sydney.

As a new NSW Government statutory authority, Sydney Metro has been tasked with developing and delivering metro railways, and managing their operations. Sydney Metro also leads the development of vibrant station precincts to meet customer and community needs, transforming the way Sydney travels and helping shape the future of Australia's largest city.

Primary purpose of the role

The primary purpose of the role is to assist the Property Asset Manager with the day-to-day operational and property management, financial reporting and with external service provider management associated with the Sydney Metro Property Management function. This will include (but is not limited to) : inspection of properties, lease administration, tenant monitoring, land title management, property records administration, co-ordination of maintenance planning (in conjunction with external managing agents), property management functions across different asset classes, third party consultant reviews, and assistance with client account management.

The role employs sound commercial judgement and asset management principles to achieve desired outcomes support and to eliminate or mitigate the risks Sydney Metro has a direct property owner.

Key accountabilities

- Live the NSW Public Sector and organisational values to achieve outstanding outcomes for the organisation and customers
- Take a lead role in ensuring regular and thorough site inspections are carried out on all Sydney Metro owned and controlled land and property, and contribute to the development and implementation of appropriate property project risk mitigation strategies by providing, where required updates on application/effectiveness of controls, including dispute resolution plans in line with organisational policies and standards

- Provide regular updates and detailed reporting relating to site inspections and required actions by external management agents or other stakeholders, and on the status of vacant possession as well as co-ordinating the vacating of sites in accordance with acquisition terms and the construction programs
- Manage registers and administer reporting on all statutory requirements in respect of Land or Property that is under the direct ownership / control of Sydney Metro in line with industry best practice, changes to relevant legislation and new technology, as well as per the requirements set out within the Sydney Metro Land Management Plan
- Contribute to the on-going management and administration of agreements that Sydney Metro enters into, ensuring the following up with internal stakeholders for responses/actions for key lease dates
- Maintain the Construction Lease Licence register and assist with the review and monitoring of external agents lease licence (tenancy reporting) in respect of Sydney Metro owned buildings and land to ensure the Sydney Metro Land Management Plan, policies and procedures are followed and adhered to
- Assist in providing budget information and cost control advice including cash flow forecasting for the acquisition program as well as the establishing of property management budgets and regular budget variance reporting
- Assist in the review of all external property management reports and provide input for internal monthly reports (based on the financial information submitted by external property managers) to Senior Asset Manager for review
- Maintain the certificates of title and original document register as well as storage and management of other legal documents and coordinate the process and procedures used by the property team with Sydney Metro's Information Management Team,

Key challenges

- Dealing with former owners / tenants who may be unwilling to engage whilst delivering vacant possession as per construction land requirements on time and within budget
- Maintaining key property related data and communicating Property specific issues and risks within a complex operating non-property business environment
- Building productive, collaborative and cooperative relationships with a wide variety of stakeholders and service providers to ensure best practice in Project Property Services while delivering complex and difficult projects

Key relationships

Who	Why
Internal	
Property Asset Manager	• Escalate issues, keep informed, advise and receive instructions • Assist with the analysis and compilation of monthly financial reports • Assist with the coordination and reporting of assigned corporate real estate functions and operational interfaces
Senior Asset Manager (Property)	• Escalate issues, keep informed, advise and receive instructions • Provide regular updates on key property management and programs, issues and priorities • Assist with planning, coordination and administrative duties as required

Who	Why
Property Acquisition teams	• Work cooperatively within the team, exchange information and assist other team members to achieve team objectives and work outcomes • Co-ordinate property tenancy information prior to acquisition • Refer tenant Vacant Possession Issues for Acquisition Managers to resolve
Integrated Property teams and wider Sydney Metro office	• Work cooperatively and proactively across Sydney Metro Stakeholders interfacing with the property management team. activities • Provide property information and advice to wide variety of stakeholders
External	
TfNSW and transport operating agencies. Property Managers, service providers and contractors, local councils and businesses, adjacent developers, government agencies, professional engineers and associations and regulators Tenants	• Provide advice and respond to request for information • Co-ordinate day-to-day instructions with external property managers • Build and maintain relationships with key as required within the property industry • Consult and negotiate regarding commercial development activities • Represent Sydney Metro on committees, working parties and related forums

Role dimensions

Decision making

The role operates with a high level of autonomy and the ability to manage competing priorities in consultation with the Property Asset Manager. The position holder is expected to deliver assigned tasks on time and is fully accountable for the quality, integrity and accuracy of expert advice provided.

The position is accountable for the formulation of advice and coordination across all operational objectives.

Independent decision making requirements of the position include:

• Financial analysis and operations support
• Management reporting and analysis
• Assistance with Annual Budgeting and Planning
• Property Inspection Risk assessment advice.
• Management, storage tracking of legal documents.

A collaborative approach is also critical.

Reporting line

This role reports to the Property Asset Manager

Direct reports

Nil

Budget/Expenditure

The budget/expenditure allocation for this role will be confirmed

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Key knowledge and experience

Demonstrated property management experience with exposure to commercial, industrial, retail and residential assets.

Essential requirements

Tertiary qualifications in property management or a related field.

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	• 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
Relationships	**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
	Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives	• 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

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FOCUS CAPABILITIES

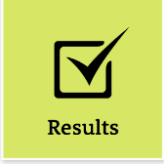| Capability group/sets	Capability name	Behavioural indicators	Level
	Work Collaboratively Collaborate with others and value their contribution	• Encourage a culture that recognises the value of collaboration • Build cooperation and overcome barriers to information sharing and communication across teams and units • Share lessons learned across teams and units • Identify opportunities to leverage the strengths of others to solve issues and develop better processes and approaches to work • Actively use collaboration tools, including digital technologies, to engage diverse audiences in solving problems and improving services	Adept
Results	**Deliver Results** Achieve results through the efficient use of resources and a commitment to quality outcomes	• Seek and apply specialist advice when required • Complete work tasks within set budgets, timeframes and standards • Take the initiative to progress and deliver own work and that of the team or unit • Contribute to allocating responsibilities and resources to ensure the team or unit achieves goals • Identify any barriers to achieving results and resolve these where possible • Proactively change or adjust plans when needed	Intermediate
	Think and Solve Problems Think, analyse and consider the broader context to develop practical solutions	• Identify the facts and type of data needed to understand a problem or explore an opportunity • Research and analyse information to make recommendations based on relevant evidence • Identify issues that may hinder the completion of tasks and find appropriate solutions • Be willing to seek input from others and share own ideas to achieve best outcomes • Generate ideas and identify ways to improve systems and processes to meet user needs	Intermediate
	Demonstrate Accountability Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	• Be proactive in taking responsibility and being accountable for own actions • Understand delegations and act within authority levels • Identify and follow safe work practices, and be vigilant about own and others' application of these practices • Be aware of risks and act on or escalate risks, as appropriate • Use financial and other resources responsibly	Intermediate

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
Business Enablers	**Technology** Understand and use available technologies to maximise efficiencies and effectiveness	• Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks • Use available technology to improve individual performance and effectiveness • Make effective use of records, information and knowledge management functions and systems • Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies	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.

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	Adept
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
Relationships	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
Results	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate
Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Intermediate
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Intermediate
	Project Management	Understand and apply effective planning, coordination and control methods	Intermediate

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