

Role Description

Business Advisor - Strategic Property & Fleet



Regional
NSW

Cluster	Regional NSW
Agency	Department of Regional NSW
Division/Branch/Unit	Corporate/Business Advisory & Finance/Strategic Property & Fleet
Location	Queanbeyan/Goulburn/Nowra
Classification/Grade/Band	Clerk Grade 7/8
Role Family <i>(internal use only)</i>	Bespoke/ Procurement & Contract Administration/ Deliver
ANZSCO Code	511111
PCAT Code	1537222
Date of Approval	January 2021
Agency Website	www.regional.nsw.gov.au

Agency overview

The Department of Regional NSW was formed in 2020 as a central agency for regional issues. The Department is 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.

Primary purpose of the role

The Business Advisor Strategic Property & Fleet provides business advisory and customer relationship services across the corporate property, facilities, workplace and fleet function of the Department.

The role coordinates a range of services for Strategic Property & Fleet and is responsible for customer relationship, property and fleet project support, communications and coordination of a range of fleet, workplace services and facility management services across NSW with an emphasis on providing customer support to the Department's Southern regions.

Key accountabilities

- Provide project management support for ad-hoc and ongoing fleet, property, facility management and workplace projects.
- Manage the relationship between key internal stakeholder groups and customers within DRNSW to develop and deliver fleet, workplace services and facility management services and advice and implement fit for purpose property, facilities and fleet communication material, procedures, systems, tools and innovative best practice solutions that respond to current and future business needs and priorities.
- Manage key service provider relationships ensuring services are provided in line with agreements whilst continually improving levels of service by reviewing processes and communication channels that increase efficiency and provide more meaningful and appropriate business information.
- Provide coordination of onsite facilities and fleet support to DRNSW for existing and emerging office

accommodation.

- Provide advice and lead the development and implementation of effective and efficient procedures and communication materials with a specific focus on property, facilities and fleet operational activities, facility management maintenance requests and workplace services.
- Manage the development and delivery of a range of facilities and fleet related communication material, procedures and business documentation and coordinate updates to the corporate intranet site to ensure relevance and accuracy is continually reviewed and maintained.
- Provide business advice, coordinate support services and develop information and communication material for the corporate property, facilities and fleet function of the Department.
- Provide timely, information, advice and support to the Senior Manager and develop facility management and workplace services plans and communications for property, facilities & fleet to meet the operational performance requirements of the Cluster.
- Provide leadership in the development and implementation of facility management and workplace services communications, procedures and analytical reporting.

Key challenges

- Ensuring the effective delivery of facility management and workplace services which will often be the responsibility of third-party providers.
- Build the confidence and support of stakeholders, clients and peers to manage diverse and frequently urgent and competing business requests and demand deadlines in a complex, demanding environment of significant change.

Key relationships

Who	Why
Internal	
Senior Manager Strategic Property & Fleet	<ul style="list-style-type: none">• Liaise to receive instructions and understand work priorities.• Assist provision of business information in the Branch's role as business partner to the Department and senior management.• Keep informed of and provide advice and recommendations on new or emerging issues.• Contribute to work program development, business process improvement and team business outcomes.
Division / Entity Executives and Senior Managers	<ul style="list-style-type: none">• Develop and maintain effective collaborative relationships.• Provide high level strategic advice and support on business area financial management and sustainability.• Liaise to understand changing business or program needs and to monitor timelines for reporting deadlines.• Provide information and support to interpret policies, frameworks and procedures.

Team member	<ul style="list-style-type: none"> • Provide leadership, guidance, professional advice and support to manage workloads and resolve complex or demanding service requests • Work collaboratively to achieve business outcomes. • Provide constructive performance feedback and develop skills. • Encourage contribution of ideas to improve branch / team, program, service delivery and work performance and outcomes.
Shared service functions	<ul style="list-style-type: none"> • Develop and maintain effective working relationships. • Liaise to maintain information within business requirements.

Role dimensions

Decision making

The Business Advisor:

- receives advice and guidance from the Senior Manager Strategic Property & Fleet and from Divisional managers and has responsibility for delivering teamwork priorities within the overall agreed work program
- is required to comply and make decisions and recommendations within applicable sector and Department legislation, financial policy, frameworks and procedures.

Reporting line

The role reports to the Senior Manager Strategic Property & Fleet

Direct reports

Nil

Budget/Expenditure

Nil

Key knowledge and experience

- Prior experience in a facility management and workplace services related role and/or an internal communications role.

Essential requirements

- Current NSW Driver's licence and willingness to drive to locations which may include overnight stays.

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"> • 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	Advanced
	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

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
	Influence and Negotiate Gain consensus and commitment from others, and resolve issues and conflicts	<ul style="list-style-type: none"> • Use facts, knowledge and experience to support recommendations • Work towards positive and mutually satisfactory outcomes • Identify and resolve issues in discussion with other staff and stakeholders • Identify others' concerns and expectations • Respond constructively to conflict and disagreements and be open to compromise • Keep discussions focused on the key issues 	Intermediate
	Think and Solve Problems Think, analyse and consider the broader context to develop practical solutions	<ul style="list-style-type: none"> • Research and analyse information and make recommendations based on relevant evidence • Identify issues that may hinder completion of tasks and find appropriate solutions • Be willing to seek out input from others and share own ideas to achieve best outcomes • Identify ways to improve systems or processes which are used by the team/unit 	Intermediate
	Finance Understand and apply financial processes to achieve value for money and minimise financial risk	<ul style="list-style-type: none"> • 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

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	Adept

COMPLEMENTARY CAPABILITIES

Capability group/sets	Capability name	Description	Level
 Personal Attributes	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	Work Collaboratively	Collaborate with others and value their contribution	Adept
 Results	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Adept
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Adept
 Business Enablers	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	Intermediate
	Project Management	Understand and apply effective planning, coordination and control methods	Intermediate