

# Role Description

## Senior Asset Services Officer

Agency	NSW Department of Education
Division/Branch/Unit	School Infrastructure NSW/Asset Management
Location	Various
Classification/Grade/Band	Clerk Grade 7/8
Role number	Various
ANZSCO Code	531111
PCAT Code	2222224
Date of Approval	17 October 2023
Agency Website	education.nsw.gov.au schoolinfrastructure.nsw.gov.au

### Agency overview

The NSW Department of Education serves the community by providing world-class education for students of all ages.

We ensure young children get the best start in life by supporting and regulating the early childhood education sector. We are the largest provider of public education in Australia with responsibility for delivering high-quality public education to two-thirds of the NSW student population. We are committed to fostering vibrant, sustainable and high-performing vocational and higher education sectors.

We are responsible for enacting NSW Government policy, driving improvement in education, and overseeing policy, funding and compliance issues relating to non-government schools. We respect and value Aboriginal and Torres Strait Islander people as First Peoples of Australia.

School Infrastructure NSW (SINSW) is delivering new school buildings, major upgrades and maintenance strategies to ensure every school-aged child has access to high quality education facilities at their local public school. This encompasses the largest investment in public education infrastructure in the history of NSW.

### Primary purpose of the role

Provide a full range of asset services to a group of schools within the assigned Asset Management region, including the delivery of capital works projects and all aspects of facilities management, to support timely and effective project delivery.

### Key accountabilities

- Liaise and negotiate with School Principals, College Managers and contractors to develop project briefs and funding proposals for the delivery of capital works and facilities management for schools within the region.

- Monitor the development of design documentation including technical specifications and layouts to enable capital works and facilities management projects to be undertaken for schools and colleges.
- Provide input and advice to management to ensure accurate preparation of draft ministerial correspondence, briefings and information requests.
- Provide input and support to Program and Project Directors to contribute to the effectiveness of the planning and delivery of major capital works projects.
- Act as a single point of contact for the provision of advice on service delivery issues to ensure facilities and infrastructure remain operational.
- Develop and maintain effective relationships with School Principals, school communities, consultants and contractors to ensure effective communication on all aspects of service delivery and issues management.
- Consult with internal and external stakeholders to develop solutions to complex building and facilities management issues.
- Provide advice and support to Asset Services Officers on the development of lease and licence agreements for other users including advice to stakeholders on children's services, markets and sports fields.

## Key challenges

- Ensuring stakeholder needs are met in an environment of finite resources and tight timeframes for the completion of works.
- Participating in consultations with a range of stakeholders, often with competing priorities, and managing their differing needs and expectations while meeting program delivery targets.

## Key relationships

Who	Why
<b>Internal</b>	
Manager	<ul style="list-style-type: none"> <li>• Receive direction, advice, guidance and performance feedback.</li> <li>• Provide project updates and reports.</li> </ul>
Management	<ul style="list-style-type: none"> <li>• Provide advice and input into correspondence, briefings and requests.</li> </ul>
School Principals/Managers	<ul style="list-style-type: none"> <li>• Liaise and consult to develop solutions to a range of complex building and facilities management issues.</li> </ul>
Program/Project Directors	<ul style="list-style-type: none"> <li>• Provide advice and input into the delivery of major capital works projects.</li> </ul>
Asset Services Officers	<ul style="list-style-type: none"> <li>• Provide advice and support and work collaboratively to achieve team outcomes.</li> </ul>
<b>External</b>	
Service providers/Contractors	<ul style="list-style-type: none"> <li>• Maintain effective relationships to ensure the delivery of services.</li> </ul>

## Role dimensions

### Decision making

Makes decisions on day-to-day program delivery functions in accordance with relevant policies, procedures and guidelines. Consults with the manager on decisions relating to staff supervision issues or complex/contentious issues.

## Reporting line

Refer to the relevant business unit organisation chart.

## Direct reports

Nil

## Budget/Expenditure

Nil

## Key knowledge and experience

- Knowledge of, and commitment to implementing the Department's [Aboriginal Education Policy](#) and upholding the [Department's Partnership Agreement with the NSW AECG](#) and to ensure quality outcomes for Aboriginal people.

## Essential requirements

- Current driver's licence and willingness to travel across the assigned Asset Management region.
- Demonstrated understanding of, and commitment to, the value of public education.

## 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
	<b>Display Resilience and Courage</b> Be open and honest, prepared to express your views, and willing to accept and commit to change	<ul style="list-style-type: none"><li>• Be flexible and adaptable and respond quickly when situations change</li><li>• Offer own opinion and raise challenging issues</li><li>• Listen when ideas are challenged and respond appropriately</li><li>• Work through challenges</li><li>• Remain calm and focused in challenging situations</li></ul>	Intermediate
	<b>Manage Self</b>		Intermediate

## FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
	Show drive and motivation, an ability to self-reflect and a commitment to learning	<ul style="list-style-type: none"> <li>Adapt existing skills to new situations</li> <li>Show commitment to achieving work goals</li> <li>Show awareness of own strengths and areas for growth, and develop and apply new skills</li> <li>Seek feedback from colleagues and stakeholders</li> <li>Stay motivated when tasks become difficult</li> </ul>	
 <p>Relationships</p>	<p><b>Communicate Effectively</b></p> <p>Communicate clearly, actively listen to others, and respond with understanding and respect</p>	<ul style="list-style-type: none"> <li>Tailor communication to diverse audiences</li> <li>Clearly explain complex concepts and arguments to individuals and groups</li> <li>Create opportunities for others to be heard, listen attentively and encourage them to express their views</li> <li>Share information across teams and units to enable informed decision making</li> <li>Write fluently in plain English and in a range of styles and formats</li> <li>Use contemporary communication channels to share information, engage and interact with diverse audiences</li> </ul>	Adept
	<p><b>Commit to Customer Service</b></p> <p>Provide customer-focused services in line with public sector and organisational objectives</p>	<ul style="list-style-type: none"> <li>Take responsibility for delivering high-quality customer-focused services</li> <li>Design processes and policies based on the customer's point of view and needs</li> <li>Understand and measure what is important to customers</li> <li>Use data and information to monitor and improve customer service delivery</li> <li>Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers</li> <li>Maintain relationships with key customers in area of expertise</li> <li>Connect and collaborate with relevant customers within the community</li> </ul>	Adept
 <p>Results</p>	<p><b>Deliver Results</b></p> <p>Achieve results through the efficient use of resources and a commitment to quality outcomes</p>	<ul style="list-style-type: none"> <li>Use own and others' expertise to achieve outcomes, and take responsibility for delivering intended outcomes</li> <li>Make sure staff understand expected goals and acknowledge staff success in achieving these</li> <li>Identify resource needs and ensure goals are achieved within set budgets and deadlines</li> <li>Use business data to evaluate outcomes and inform continuous improvement</li> </ul>	Adept





## FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
 Business Enablers	<b>Procurement and Contract Management</b> Understand and apply procurement processes to ensure effective purchasing and contract performance	<ul style="list-style-type: none"> <li>Identify priorities that need to change and ensure the allocation of resources meets new business needs</li> <li>Ensure that the financial implications of changed priorities are explicit and budgeted for</li> <li>Apply legal, policy and organisational guidelines and procedures relating to procurement and contract management</li> <li>Develop well-written, well-structured procurement documentation that clearly sets out the business requirements</li> <li>Monitor procurement and contract management processes to ensure they are open, transparent and competitive</li> <li>Be aware of procurement and contract management risks, and actions to manage or mitigate risk in monitoring contract performance</li> <li>Evaluate tenders and select providers in an objective and rigorous way, in line with established guidelines and principles</li> <li>Escalate procurement and contract management issues, where required</li> </ul>	Adept
	<b>Project Management</b> Understand and apply effective planning, coordination and control methods	<ul style="list-style-type: none"> <li>Understand all components of the project management process, including the need to consider change management to realise business benefits</li> <li>Prepare clear project proposals and accurate estimates of required costs and resources</li> <li>Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements</li> <li>Identify and evaluate risks associated with the project and develop mitigation strategies</li> <li>Identify and consult stakeholders to inform the project strategy</li> <li>Communicate the project's objectives and its expected benefits</li> <li>Monitor the completion of project milestones against goals and take necessary action</li> <li>Evaluate progress and identify improvements to inform future projects</li> </ul>	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
 Personal Attributes	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Intermediate
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
 Relationships	Work Collaboratively	Collaborate with others and value their contribution	Adept
	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
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Intermediate
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Foundational
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Intermediate
	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Intermediate