

# Role Description

## Property Officer

Cluster	Transport
Agency	Transport for NSW
Division/Branch/Unit	Corporate Services/ Transport Shared Services/ Asset and Workplace Services
Role number	Multiple
Classification/Grade/Band	Transport Grade 7
ANZSCO Code	149913
PCAT Code	1332111
Date of Approval	December 2020
Agency Website	<a href="http://www.transport.nsw.gov.au">www.transport.nsw.gov.au</a>

### 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 role is responsible for coordinating the delivery of programmed, preventative/routine and reactive maintenance and repairs, for nominated office and operations properties. The role conducts thorough site inspections, including the collection and verification of asset data to inform asset planning and the program of works. The role provides oversight for emergency callouts and for the safe operation of all contractors on nominated properties.

### Key accountabilities

- Manage the completion of scheduled and ad-hoc building maintenance and repair works, ensuring works are completed on-time, within scope and within budget, and ensuring continuity of property services with minimum disruption to TfNSW business operations.
- Identify hazards and conduct risk assessments for maintenance and repair works, conducting HSSEQ audits and regular spot checks.
- Conduct regular site inspections to verify the quality of works completed and to collect and validate asset information and to scope maintenance works required on the site.

- Ensure that safety measures and systems are implemented in accordance with relevant legislation, policy, and customer safety requirements.
- Work closely with staff from outsourced service providers, ensuring cooperative and constructive relationships and the effective flow of information, including managing the interface with the customer experience centre.
- Process quoted works, review and approve costings and manage invoices and subcontractor claims, following through on timely approvals.
- Provide advice for the development of the asset plan and maintenance program to ensure value for money and compliance with WHS and other legislative requirements.
- Provide work-in-progress, monthly and other reporting for nominated properties.

## Key challenges

- Raising emerging issues and client concerns and acting quickly to resolve, mediate or de-escalate those concerns and issues.
- Developing, maintaining, and managing relationships and communications with a range of key stakeholders, often with conflicting priorities.
- Maintaining an awareness of community and regional issues and considering the impact of decisions when examining possible solutions.

## Key relationships

Who	Why
<b>Internal</b>	
Reporting line manager	<ul style="list-style-type: none"> <li>• Escalate issues, propose solutions and provide regular updates.</li> <li>• Seek advice on more challenging issues</li> <li>• Participate in capability development, training, and performance improvement initiatives</li> </ul>
Contracts Management team	<ul style="list-style-type: none"> <li>• Exchange information, work in a collaborative manner to achieve joint outcomes</li> <li>• Establish and maintain effective communication, sharing of information, providing advice, and resolving issues collaboratively</li> </ul>
Work team	<ul style="list-style-type: none"> <li>• Exchange information, work in collaborative manner and resolve issues</li> <li>• Manage individual workload and assist team members as required</li> <li>• Share knowledge and information to improve the quality of the service and build the team's overall capability</li> </ul>
TfNSW stakeholders	<ul style="list-style-type: none"> <li>• Provide expert advice on facilities related issues</li> <li>• Manage expectations and resolve service delivery issues</li> </ul>
<b>External</b>	
Facilities Maintenance and Workplace Services outsource providers	<ul style="list-style-type: none"> <li>• Build partnering relationships to ensure the effective delivery of facilities management services</li> <li>• Monitor service provider performance against service level agreements (SLAs) and business requirements</li> </ul>

## Role dimensions

### Decision making

The role operates with a reasonable degree of autonomy and is directly responsible for conducting thorough site inspections, collecting and verifying asset data to inform asset planning and the program of works. The role identifies hazards, conducts risk assessments for maintenance and repair works and implements safety measures and systems, ensuring customer safety requirements.

The role defers to the manager on complex matters or issues that require a higher level of resolution or delegation.

### Reporting line

The role accounts and 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

- Demonstrated experience in the delivery of programmed, preventative/ routine and reactive maintenance and repairs.
- Sound knowledge of the Building Code of Australia (BCA) for essential services and safety, and knowledge of emergency procedures for low and high-rise buildings.

### Essential requirements

- Tertiary qualification/trade certificate in a relevant discipline or equivalent experience.

### 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	<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, show initiative and respond quickly when situations change</li> <li>• Give frank and honest feedback and advice</li> <li>• Listen when ideas are challenged, seek to understand the nature of the comment and respond appropriately</li> <li>• Raise and work through challenging issues and seek alternatives</li> <li>• Remain composed and calm under pressure and in challenging situations</li> </ul>	Adept
 Relationships	<b>Commit to Customer Service</b> Provide customer-focused services in line with public sector and organisational objectives	<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
	<b>Work Collaboratively</b> Collaborate with others and value their contribution	<ul style="list-style-type: none"> <li>• Encourage a culture that recognises the value of collaboration</li> <li>• Build cooperation and overcome barriers to information sharing and communication across teams and units</li> <li>• Share lessons learned across teams and units</li> <li>• Identify opportunities to leverage the strengths of others to solve issues and develop better processes and approaches to work</li> <li>• Actively use collaboration tools, including digital technologies, to engage diverse audiences in solving problems and improving services</li> </ul>	Adept
	<b>Influence and Negotiate</b> Gain consensus and commitment from others, and resolve issues and conflicts	<ul style="list-style-type: none"> <li>• Negotiate from an informed and credible position</li> <li>• Lead and facilitate productive discussions with staff and stakeholders</li> <li>• Encourage others to talk, share and debate ideas to achieve a consensus</li> </ul>	Adept

- Recognise diverse perspectives and the need for compromise in negotiating mutually agreed outcomes
- Influence others with a fair and considered approach and sound arguments
- Show sensitivity and understanding in resolving conflicts and differences
- Manage challenging relationships with internal and external stakeholders
- Anticipate and minimise conflict



Results

### Think and Solve Problems

Think, analyse and consider the broader context to develop practical solutions

- Research and apply critical-thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence
- Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience
- Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience
- Seek contributions and ideas from people with diverse backgrounds and experience
- Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness
- Identify and share business process improvements to enhance effectiveness

Adept



Business Enablers

### 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

### Project Management

Understand and apply effective planning, coordination and control methods

- Understand all components of the project management process, including the need to consider change management to realise business benefits





Adept

- Prepare clear project proposals and accurate estimates of required costs and resources
- Establish performance outcomes and measures 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	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Adept
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Intermediate
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
 Relationships	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Adept
 Results	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Intermediate
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Adept
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Intermediate
 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