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| **Cluster** | Department of Planning, Housing & Infrastructure |
| **Agency** | Planning, Housing & Infrastructure |
| **Division/Branch/Unit** | Property , Development & Valuation/Property & Development NSW / Operations |
| **Location** | Parramatta |
| **Classification/Grade/Band** | Clerk Grade 5/6 |
| **ANZSCO Code** | 511112 |
| **PCAT Code** | 1119192 |
| **Date of Approval** | 24 February 2021 (Updated October 2024) |
| **Agency Website** | https://www.nsw.gov.au/departments-and-agencies/department-of-planning-housing-and-infrastructure |

Agency overview

The Department of Planning, Housing and Infrastructure (DPHI) improves the liveability and prosperity of NSW. To achieve this, we:

* create vibrant, productive spaces and precincts;
* manage lands, assets and property effectively; and
* deliver affordable and diverse housing.

We strive to be a high performing, world class public service organisation that celebrates and reflects the full diversity of the community we serve and builds the cultural capability of our department to improve outcomes with, and for, Aboriginal people, communities and entities.

Property & Development NSW (PDNSW) is a Division within the Homes, Property & Development Group. The Division is responsible for the management and delivery of large scale or complex real estate projects, transactions, workplace strategy, design and delivery, and manages the state’s significant property portfolio.

Primary purpose of the role

The Business Coordinator supports and facilitates the effective management of the PDNSW business. The role is within the Operations team and contributes to the development, implementation and management of business processes and programs.

The role works across the PDNSW workstreams being Commercial Development & Management, Advisory & Transactions, Environmental Services Group and Precinct Development.

# Key accountabilities

* Work with the Manager Business & Projects to support the PDNSW Division to achieve project objectives for property assets and portfolios.
* Identify and contribute to the development and implementation of streamlined administrative and business processes, procedures and systems to support business priorities, ensuring adherence to applicable government policies, procedures and guidelines.
* Assist with the delivery of routine project reporting.
* Leverage technology tools to increase efficiency and assist with routine project reporting.
* Support the PDNSW Executive with the accurate and timely delivery of a range of administrative and business services such as undertaking financial and human resource process tasks, purchasing and vendor management, diary management, purchase card expense processing, records management and travel management in compliance with relevant legislation, policies and procedures.
* Maintain business documents, reports, and presentations in line with branding standards whilst advocating best practice records management in accordance with business rules and the State Records Act
* Develop and maintain effective working relationships with PDNSW staff and key stakeholders including the Business Partners.
* Support with financial transactional activities as required

Key challenges

* Balancing conflicting priorities given an agile and evolving environment.
* Maintaining up-to-date knowledge of sector and Department business and administrative policies, systems and processes to support the day-to-day operations of the Division/Group.
* Managing work activities in a timely manner to provide a quality service, meeting a number of concurrent day to day and cyclic issues in a high pressure and high volume work environment of competing stakeholder demands and changing work priorities.

Key relationships

| Who |  Why |
| --- | --- |
| **Internal** |  |
| Manager  | * Support the team on process improvements
* Escalate issues and provide solutions
* Deliver services
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| PDNSW Division, Executives | * Work collaboratively to support the PDNSW to ensure the Division’s objectives are achieved in accordance with organisational requirements.
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| Stakeholders within the Department | * Develop and maintain effective relationships to facilitate outcomes
* Resolve and provide solutions to issues
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| **External** |  |
| Industry professionals/consultants | * Management of service providers to enable accurate and timely support of PDNSW managed projects.
* Managing the flow of information, seek clarification and provide advice and responses; respond to and coordinate urgent requests for information.
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| Government Agency Stakeholders | * Assist with enquiries.
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# Role dimensions

## Decision making

The Business Coordinator determines the day to day priorities in conjunction with the Manager, taking into account the daily work needs and requirements of the wider PDNSW Division.

## Reporting line

Manager

## Direct reports

Nil

## Budget/Expenditure

Nil

## Capabilities for the role

The [NSW public sector capability framework](https://www.psc.nsw.gov.au/workforce-management/capability-framework/the-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

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| --- | --- | --- | --- |
| **Capability group/sets** | **Capability name** | **Behavioural indicators** | **Level** |
| personal-attributes | **Display Resilience and Courage**Be open and honest, prepared to express your views, and willing to accept and commit to change | Be open to new ideas and approachesOffer own opinion, ask questions and make suggestionsAdapt well to new situationsDo not give up easily when problems ariseStay calm in challenging situations | Foundational |
| personal-attributes | **Manage Self**Show drive and motivation, an ability to self-reflect and a commitment to learning | Adapt existing skills to new situationsShow commitment to achieving work goalsShow awareness of own strengths and areas for growth, and develop and apply new skillsSeek feedback from colleagues and stakeholdersStay motivated when tasks become difficult | Intermediate |
| relationships | **Communicate Effectively**Communicate clearly, actively listen to others, and respond with understanding and respect | Focus on key points and speak in plain EnglishClearly explain and present ideas and argumentsListen to others to gain an understanding and ask appropriate, respectful questionsPromote the use of inclusive language and assist others to adjust where necessaryMonitor own and others’ non-verbal cues and adapt where necessaryWrite and prepare material that is well structured and easy to followCommunicate routine technical information clearly | Intermediate |
| results | **Deliver Results**Achieve results through the efficient use of resources and a commitment to quality outcomes | Seek and apply specialist advice when requiredComplete work tasks within set budgets, timeframes and standardsTake the initiative to progress and deliver own work and that of the team or unitContribute to allocating responsibilities and resources to ensure the team or unit achieves goalsIdentify any barriers to achieving results and resolve these where possibleProactively change or adjust plans when needed | Intermediate |
| results | **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 opportunityResearch and analyse information to make recommendations based on relevant evidenceIdentify issues that may hinder the completion of tasks and find appropriate solutionsBe willing to seek input from others and share own ideas to achieve best outcomesGenerate ideas and identify ways to improve systems and processes to meet user needs | Intermediate |
| business-enablers | **Project Management**Understand and apply effective planning, coordination and control methods | Perform basic research and analysis to inform and support the achievement of project deliverablesContribute to developing project documentation and resource estimatesContribute to reviews of progress, outcomes and future improvementsIdentify and escalate possible variances from project plans | 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.

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| --- | --- | --- | --- |
| **Capability group/sets** | **Capability name** | **Description** | **Level** |
| personal-attributes | Act with Integrity | Be ethical and professional, and uphold and promote the public sector values | Foundational |
| personal-attributes | Value Diversity and Inclusion | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Foundational |
| relationships | Commit to Customer Service | Provide customer-focused services in line with public sector and organisational objectives | Intermediate |
| relationships | Work Collaboratively | Collaborate with others and value their contribution | Intermediate |
| relationships | Influence and Negotiate | Gain consensus and commitment from others, and resolve issues and conflicts | Foundational |
| results | Plan and Prioritise | Plan to achieve priority outcomes and respond flexibly to changing circumstances | Intermediate |
| results | 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 | Foundational |
| business-enablers | Technology | Understand and use available technologies to maximise efficiencies and effectiveness | Intermediate |
| business-enablers | Procurement and Contract Management | Understand and apply procurement processes to ensure effective purchasing and contract performance | Foundational |