

Role Description

Property Services Officer



Cluster	Planning, Housing and Infrastructure
Agency	Department of Planning, Housing and Infrastructure
Division/Branch/Unit	Crown Lands and Public Spaces/Crown Lands
Location	Various
Classification/Grade/Band	Departmental Officer Grade 1/2
ANZSCO Code	531111
PCAT Code	3119192
Date of Approval	February 2024 (previous March 2022; December 2020; July 2019; and September 2015)
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) are building the future of NSW through delivering diverse planning, housing solutions and infrastructure across the state. 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 seeks to embed Aboriginal cultural awareness and knowledge throughout the department.

The Crown Lands and Public Spaces Group within DPHI includes Crown Lands, Aboriginal Outcomes, Cemeteries and Crematoria, Placemaking NSW, Greater Sydney Parklands and the Botanic Gardens of Sydney. The group has a collective responsibility for the stewardship of public lands, assets and special places across the state to provide public access, use and value, and improve quality of life for the people of NSW.

Primary purpose of the role

Provide frontline service and undertake a range of tasks in the reserve, sales, tenure and property management field to achieve government priorities in the management of Crown land.

Key accountabilities

- Provide timely, consistent and effective frontline client service and advice on routine Crown land issues.
- Undertake routine tasks and inspections in property management to achieve targets for effective and timely delivery of Crown land outcomes.
- Provide a full range of administrative and office management support services including filing and records management, mail receipt and sorting, banking and maintenance of registers.
- Maintain the integrity of land information data and update records accordingly.
- Utilising products and services to provide timely and accurate land status information.

Key challenges

- Responding to a range of customer enquiries and requests for information and determining the resource to direct them to or the appropriate response.
- Researching information and effectively applying the property management legislation and policy.
- Maintaining a current knowledge of the frequently changing agency and business unit policies, procedures, initiatives and protocols.

Key relationships

Who	Why
Internal	
Group Leader / Manager	<ul style="list-style-type: none">• Seek direction and provide regular reports and advice to address reserve, sales, tenure and property management issues.
Staff and work teams	<ul style="list-style-type: none">• Provide advice and support in resolving property or administration issues and land status information and data.
External	
Industry stakeholders/clients	<ul style="list-style-type: none">• Provide timely and accurate advice and land status information and data in relation to property management, administration or roads issues.

Role dimensions

Decision making

The role holder is required to exercise judgement and discretion in organising and planning their own workload.

Reporting line

Group Leader / Manager

Direct reports

Nil

Budget/Expenditure

Nil

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
 <p>Personal Attributes</p>	<p>Act with Integrity</p> <p>Be ethical and professional, and uphold and promote the public sector values</p>	<ul style="list-style-type: none"> Behave in an honest, ethical and professional way Build understanding of ethical behaviour Follow legislation, policies, guidelines and codes of conduct that apply to your role and organisation Speak out against misconduct and illegal and inappropriate behaviour Report apparent conflicts of interest 	Foundational
 <p>Relationships</p>	<p>Commit to Customer Service</p> <p>Provide customer-focused services in line with public sector and organisational objectives</p>	<ul style="list-style-type: none"> Recognise the importance of customer service and understanding customer needs Help customers understand the services that are available Take responsibility for delivering services that meet customer requirements Keep customers informed of progress and seek feedback to ensure their needs are met Show respect, courtesy and fairness when interacting with customers Recognise that customer service involves both external and internal customers 	Foundational
 <p>Results</p>	<p>Demonstrate Accountability</p> <p>Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines</p>	<ul style="list-style-type: none"> Take responsibility for own actions Be aware of delegations and act within authority levels Be aware of team goals and their impact on work tasks Follow safe work practices and take reasonable care of own and others' health and safety Escalate issues when these are identified Follow government and organisational record-keeping requirements 	Foundational
 <p>Business Enablers</p>	<p>Technology</p> <p>Understand and use available technologies to maximise efficiencies and effectiveness</p>	<ul style="list-style-type: none"> Display familiarity and confidence when applying technology used in role Comply with records, communication and document control policies Comply with policies on the acceptable use of technology, including cyber security 	Foundational

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	Foundational
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Foundational
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
 Relationships	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Intermediate
	Work Collaboratively	Collaborate with others and value their contribution	Foundational
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Foundational
 Results	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Foundational
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Foundational
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Foundational
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational
	Project Management	Understand and apply effective planning, coordination and control methods	Foundational