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| **Cluster** | **Planning, Housing and Infrastructure** |
| **Agency** | **Department of Planning, Housing and Infrastructure** |
| **Division/Branch/Unit** | **Crown Lands and Public Spaces / Greater Sydney Parklands / Operations, Visitors & Sport** |
| **Classification/Grade/Band** | **Clerk Grade 7/8** |
| **Role Numbers** | **Various** |
| **ANZSCO Code** | **512111** |
| **PCAT Code** | **1119192** |
| **Date of Approval** | **September 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 livability 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.

Greater Sydney Parklands is a NSW government city-wide agency created to become Sydney’s leading urban parks advocate. In partnership with communities, state and federal government agencies, and local councils, it will plan for and expand great open spaces and parklands and champion the NSW Government’s new 50 Year Vision for Sydney’s Open Space and Parklands.

Greater Sydney Parklands currently brings together in a combined administration three independent Parks agencies and Trusts: the Centennial Park and Moore Park Trust, Parramatta Park Trust, and Western Sydney Parklands Trust, as well as the parklands of Callan Park and Fernhill Estate.

**Primary purpose of the role**

This role is responsible for supporting the operations of assigned parks, to deliver landscape, facility and infrastructure asset maintenance and project services to ensure compliance, quality standards, contract requirements and statutory obligations are achieved.

# Key accountabilities

* Coordinate delivery of and manage a diverse range of operational, landscape, facility and infrastructure maintenance programs at assigned parks and work streams, focussing on quality outcomes that meet visitor and customer needs.
* Oversee the output of service providers undertaking programmed and reactive maintenance works as directed, undertake regular site quality audits, reporting and monitoring to ensure that maintenance is completed in compliance with service contract requirements, regulations and policies, health and safety, environmental and heritage requirements.
* Provide operational advice and support to the Contract Manager to ensure that the parks’ landscapes and assets are appropriately maintained, accessible to visitors and servicing is customer focused, meeting community expectations while ensuring risks are mitigated.
* Ensure all works are managed, recorded and reported through the Computerised Maintenance Management System (MAINPAC), ensuring adherence to best practices in data integrity
* Review and provide regular reports, including monthly contractor performance reporting, and provide advice regarding the performance of contractors to support management’s decision making
* Support and assist staff within the broader team to deliver and manage a diverse range of educational, environmental, heritage and visitor events and programs.
* Contribute to the review and preparation of information, documents and reports including strategic plans, asset management strategies and stocktaking reports as directed.
* Provide advice and assist with the operational planning, management and responses to natural disaster related incidents, visitor injury and public events.

# Key challenges

* Developing effective working relationships with key service delivery contractors while ensuring they meet contract quality outcomes at all times.
* Contribute to the delivery of effective operational management of landscape and built assets within cultural and natural environments of state and national significance.
* Developing and managing effective working relationships with a diverse range of internal and external stakeholders to ensure that routine operations are delivered with a customer centric approach.

# Key relationships

| **Who** | **Why** |
| --- | --- |
| **Internal** |  |
| Manager | * Provide regular updates and reports on issues and activities * Receive guidance and support, provide advice and exchange information |
| Agency staff / Business partners / cross functional teams | * Work collaboratively to optimise business outcomes and ensure high quality visitor experience and safety * Cooperate on cross-unit issues relating to all business operational needs * Foster effective working relationships to facilitate opportunities for engagement, consultation, issue resolution and information sharing * Provide advice and support on budget options and contract matters. |
| **External** |  |
| Key Stakeholders / Government agencies and departments | * Exchange specialist knowledge and advice * Negotiate and liaise to enable the timely delivery of business initiatives |
| Contractors and Suppliers | * Monitor provision of service ensure contractual obligations and service standards are met. |

# Role dimensions

## Decision making

The role operates with some level of autonomy, makes day to day decisions relating to work priorities and workload management, for themselves and any staff supervised within the context of their agreed work plan and makes decisions within the limits of delegated authority. This role is accountable for the quality, integrity and accuracy of advice provided and may escalate complex issues and matters requiring a higher delegation to the manager for resolution.

**Reporting line**

Manager Contracts

**Direct reports**

Nil

## Budget/Expenditure

Nil

# Key knowledge and experience

* Demonstrated experience in the delivery of complex landscape and built asset maintenance projects
* Experience in providing technical advice, reports and costings
* Experience with budget, financial and asset management software and administration.

# Essential requirements

* Tertiary qualifications in building, parks and recreation, landscape, asset, facilities, project management or equivalent experience in relevant disciplines.
* Ability to be contacted and / or work outside of normal bandwidth hours and on weekends if required.
* Current driver’s licence and ability to travel for work at any site within the GSP portfolio as directed.

# 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 behaviors expected at each level.

| **Capability group/sets** | **Capability name** | **Behavioural indicators** | **Level** |
| --- | --- | --- | --- |
|  | **Display Resilience and Courage**  Be open and honest, prepared to express your views, and willing to accept and commit to change | Be flexible, show initiative and respond quickly when situations change  Give frank and honest feedback and advice  Listen when ideas are challenged, seek to understand the nature of the comment and respond appropriately  Raise and work through challenging issues and seek alternatives  Remain composed and calm under pressure and in challenging situations | Adept |
|  | **Manage Self**  Show drive and motivation, an ability to self-reflect and a commitment to learning | Keep up to date with relevant contemporary knowledge and practices  Look for and take advantage of opportunities to learn new skills and develop strengths  Show commitment to achieving challenging goals  Examine and reflect on own performance  Seek and respond positively to constructive feedback and guidance  Demonstrate and maintain a high level of personal motivation | Adept |
|  | **Commit to Customer Service** Provide customer-focused services in line with public sector and organisational objectives | 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 |
| relationships | **Work Collaboratively**  Collaborate with others and value their contribution | Encourage a culture that recognises the value of collaboration  Build cooperation and overcome barriers to information sharing and communication across teams and units  Share lessons learned across teams and units  Identify opportunities to leverage the strengths of others to solve issues and develop better processes and approaches to work  Actively use collaboration tools, including digital technologies, to engage diverse audiences in solving problems and improving services | Adept |
|  | **Plan and Prioritise**  Plan to achieve priority outcomes and respond flexibly to changing circumstances | Consider the future aims and goals of the team, unit and organisation when prioritising own and others’ work  Initiate, prioritise, consult on and develop team and unit goals, strategies and plans  Anticipate and assess the impact of changes, including government policy and economic conditions, on team and unit objectives and initiate appropriate responses  Ensure current work plans and activities support and are consistent with organisational change initiatives  Evaluate outcomes and adjust future plans accordingly | Adept |
|  | **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 opportunity  Research and analyse information to make recommendations based on relevant evidence  Identify issues that may hinder the completion of tasks and find appropriate solutions  Be willing to seek input from others and share own ideas to achieve best outcomes  Generate ideas and identify ways to improve systems and processes to meet user needs | Intermediate |
|  | **Technology**  Understand and use available technologies to maximise efficiencies and effectiveness | Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks  Use available technology to improve individual performance and effectiveness  Make effective use of records, information and knowledge management functions and systems  Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies | Intermediate |
|  | **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  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 | 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.

| **Capability group/sets** | **Capability name** |  | **Description** | **Level** |
| --- | --- | --- | --- | --- |
|  | 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 | Intermediate |
|  | Communicate Effectively | | Communicate clearly, actively listen to others, and respond with understanding and respect | Adept |
|  | Influence and Negotiate | | Gain consensus and commitment from others, and resolve issues and conflicts | Intermediate |
|  | Deliver Results | | Achieve results through the efficient use of resources and a commitment to quality outcomes | Intermediate |
|  | Demonstrate Accountability | | Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines | Intermediate |
|  | Finance | | Understand and apply financial processes to achieve value for money and minimise financial risk | Intermediate |
|  | Procurement and Contract Management | | Understand and apply procurement processes to ensure effective purchasing and contract performance | Intermediate |