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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 and Sport** |
| **Classification/Grade/Band** | **Clerk Grade 5/6** |
| **Role Number** | **TBC** |
| **ANZSCO Code** | **511112** |
| **PCAT Code** | **1129192** |
| **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 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

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 providing support to the operations team in the delivery of contract management, asset and facilities maintenance, and project management services.

# Key accountabilities

* Provide program and administrative support, including monitoring and tracking work programs and projects to ensure time, cost and quality indicators are in line with approved project plans.
* Assist the operations team to complete tasks and implement programs, including collating documents and records to ensure works comply with agreed contract methodologies and that agreed outcomes are achieved.
* Provide a range of secretariat and administrative services, including coordinating meetings and recording minutes, preparing purchase and work orders and undertaking filling to support project management and program delivery.
* Utilise the SAP finance system, asset management system and insurance claim system to manage, track and report on work request and orders, general administration and support team outcomes.
* Support the assets and risk team in the reporting and provision of asset data and maintenance of records.
* Manage works notification processes and enquiries, triaging and assigning to relevant staff as required and providing updates regarding program status and implementation issues to stakeholders.
* Undertaking site visits of parks facilities and environments as required.

Key challenges

* Undertaking multiple program and project support activities in line with agreed standards and objectives, given operational outcomes, tight deadlines and competing demands and priorities
* Liaising with a diverse range of internal and external stakeholders to ensure that day-to-day operations of parks are delivered with a customer and community service focus.

Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Manager | * Receive and clarify guidance and instructions and report on progress against work plans * Escalate and discuss issues. |
| Team | * Participate in meetings, share information and provide input on issues * Support team members and work collaboratively to contribute to achieving team outcomes. |
| Stakeholders and clients | * Provide updates on project status * Respond to enquiries * Coordinate meetings and activities. |
| **External** |  |
| Stakeholders within government and industry | * Develop and maintain effective working relationships and open channels of communication to facilitate liaison, consultation, engagement and/or participation initiatives * Coordinate events, meetings and activities. |

# Role dimensions

## Decision making

* Determines and manages own workload and priorities.
* Exercises discretion in the approach and content of information, advice and recommendations provided.

## Reporting line

Senior Manager Operations

## Direct reports

Nil

## Budget/Expenditure

Nil

# Key knowledge and experience

* Experience in a similar role or environment providing program support.
* Demonstrated experience with software solutions such as SAP finance systems, asset management systems or similar software

# 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.

| **Capability group/sets** | **Capability name** |  | **Behavioural indicators** | **Level** |
| --- | --- | --- | --- | --- |
|  | **Act with Integrity**  Be ethical and professional, and uphold and promote the public sector values | | 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 |
|  | **Communicate Effectively**  Communicate clearly, actively listen to others, and respond with understanding and respect | | Focus on key points and speak in plain English.  Clearly explain and present ideas and arguments  Listen to others to gain an understanding and ask appropriate, respectful questions.  Promote the use of inclusive language and assist others to adjust where necessary.  Monitor own and others’ non-verbal cues and adapt where necessary.  Write and prepare material that is well structured and easy to follow.  Communicate routine technical information clearly | Intermediate |
|  | **Commit to Customer Service**  Provide customer-focused services in line with public sector and organisational objectives | | 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 |
|  | **Plan and Prioritise**  Plan to achieve priority outcomes and respond flexibly to changing circumstances | | Plan and coordinate allocated activities.  Re-prioritise own work activities on a regular basis to achieve set goals.  Contribute to the development of team-work plans and goal setting  Understand team objectives and how own work relates to achieving these | Foundational |
|  | **Demonstrate Accountability**  Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines | | Be proactive in taking responsibility and being accountable for own actions.  Understand delegations and act within authority levels.  Identify and follow safe work practices, and be vigilant about own and others’ application of these practices.  Be aware of risks and act on or escalate risks, as appropriate.  Use financial and other resources responsibly | 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 | | Perform basic research and analysis to inform and support the achievement of project deliverables.  Contribute to developing project documentation and resource estimates.  Contribute to reviews of progress, outcomes and future improvements.  Identify 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.

| **Capability group/sets** | **Capability name** |  | **Description** | **Level** |
| --- | --- | --- | --- | --- |
|  | 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 | Intermediate |
|  | Value Diversity and Inclusion | | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Foundational |
|  | Work Collaboratively | | Collaborate with others and value their contribution | Intermediate |
|  | Influence and Negotiate | | Gain consensus and commitment from others, and resolve issues and conflicts | Foundational |
|  | Deliver Results | | Achieve results through the efficient use of resources and a commitment to quality outcomes | Intermediate |
|  | Think and Solve Problems | | Think, analyse and consider the broader context to develop practical solutions | Foundational |
|  | 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 |