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| **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 5/6 |
| **Role Family** | Bespoke/ Administrative and Executive Support/Support |
| **ANZSCO Code** | 224511 |
| **PCAT Code** | 1111 91 92 |
| **Date of Approval** | April 2024 (previous 20 August 2015; July 2019; November 2020; February 2022) |
| **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.

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

Undertakes internal and external customer service and administrative tasks for reserve, sales, tenure and property management activities on Crown land. The role also undertakes complex technical land status work and contributes to projects within the work team.

# Key accountabilities

* Respond to internal and external customer enquiries concerning the use and management of Crown land using information sourced from a variety of systems such as spatial systems and land tenure data bases.
* Undertake property inspections, tenure inspections and searches and property management tasks to ensure that Crown land is being used appropriately and in accordance with its specified purpose.
* Contribute to projects within the team to support Crown Lands activities and to optimise the benefits of and uses on Crown land.
* Undertakes a full range of administrative work, including copying and compiling of documents for inclusion in briefs, licences, leases or court material, records and land database management, correspondence and preparation of briefs.

Key challenges

* Interpreting and applying complex property management legislation, policy and procedures to property management activities.
* Effectively managing and prioritising tasks to achieve targets in a high workload environment.
* Assessing cases and providing appropriate responses, recommendations and decisions. Property cases are often external to the office environment.

Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Group Leader Property Management, and Senior Management | * Provides appropriately balanced and timely advice, recommendations and briefings on complex and confidential Crown land issues. |
| Other Work teams within Crown Lands | * Provides input on property management issues. |
| **External** |  |
| Customers, clients and regional stakeholders | * Provides timely and accurate advice and land status information to support Crown Lands policy and procedures for the management of the Crown Estate. |
| Other NSW government agencies | * Provides Crown land information as required. |

# Role dimensions

## Decision making

* Sets own priorities to achieve deadlines and make day to day decisions in relation to work functions.
* Decisions are made within the limits of established policies and procedures. There is some discretion or authority to make day to day project decisions.
* Initial advice given to clients is provided within established policy and procedural guidelines, with complex or contentious issues referred to the supervisor/line manager.

## Reporting line

Senior Group Leader / Group Leader

## Direct reports

Nil

## Budget/Expenditure

Nil

Essential requirements

* Certificate IV in Land Administration or Property Management or equivalent experience in property management and land administration.
* Current drivers licence and willingness to travel.

# 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 | | | | |
| --- | --- | --- | --- | --- |
| **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 open to new ideas and approaches  Offer own opinion, ask questions and make suggestions  Adapt well to new situations  Do not give up easily when problems arise  Stay calm in challenging situations | Foundational |
| **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 | | Focus on providing a positive customer experience  Support a customer-focused culture in the organisation  Demonstrate a thorough knowledge of the services provided and relay this knowledge to customers  Identify and respond quickly to customer needs  Consider customer service requirements and develop solutions to meet needs  Resolve complex customer issues and needs  Cooperate across work areas to improve outcomes for customers | Intermediate |
|  | **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 | | 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 |
|  | **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 |

# 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** |
|  | 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 | 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 | Foundational |
| Project Management | | Understand and apply effective planning, coordination and control methods | Foundational |