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| **Cluster** | Planning, Housing and Infrastructure |
| **Agency** | Department of Planning, Housing and Infrastructure |
| **Division/Branch/Unit** | Property Development and Valuation/ Value NSW Office of the CEO/Customer and Business Operations |
| **Classification/Grade/Band** | Clerk Grade 5/6 |
| **Role Number** | 35519 |
| **ANZSCO Code** | 541211 |
| **PCAT Code** | 1119192 |
| **Date of Approval** | October 2024 (updated from December 2021; September 2020;May 2023) |
| **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.

Value NSW (VNSW) provides services to, supports, and where appropriately delegated, delivers relevant functions on behalf of the Valuer General of NSW. This includes:

* Defining and setting the standards and policies for the land valuation system for rating and taxation purposes along with the determination of compensations through the compulsory acquisition process to ensure integrity within the NSW Government is upheld.
* Making, monitoring, assurance and governance pertaining to valuations undertaken relevant to both the Valuation of Land Act 1916 and the Land Acquisition (Just Terms Compensation) Act 1991.
* Completing land valuations and determinations of compensation; and
* Providing other specialised valuation activities, services and determinations as and when required for other cluster or statewide government partners.

Primary purpose of the role

The Land Data Supervisor supports the Land Data Team Leader in ensuring the integrity of the Register of Land Values in accordance with the Valuation of Land Act, other relevant legislation and Value NSW policies and procedures.

The Land Data Supervisor performs maintenance of the Register of Land Values regarding all matters, together with providing supervision, training and support of staff to enable timely and accurate maintenance of the Register of the Land Values and the delivery of quality services to clients and customers.

# Key accountabilities

* Accurately maintain the Register of Land Values within the priorities and timeframes as set, examine documents and undertake investigations to clarify information to ensure accuracy.
* In consultation with the Land Data Team Leader, supervise, train, assist and advise staff on matters relating to document investigation, research and maintenance of the Register of Land Values to ensure performance outcomes are achieved and delivered.
* Resolve complex enquiries and provide advice regarding Value NSW products, services and processes.
* Liaise with and issue correspondence to Local Councils, Revenue NSW, various government bodies and members of the public.
* Quality assure, monitor and review data input into relevant Value NSW systems to ensure accuracy and data integrity is in accordance with the Valuation of Land Act, other relevant legislation and Value NSW policies and procedures.
* Quality assure and process data files provided by contractors within set timeframes.

Key challenges

* Prioritising tasks, planning work and meeting tight timeframes while managing conflicting priorities
* Interpreting more complex work and assisting Data Customer Officers and Data Officers as required
* Ensuring the quality of work and adherence to policies and procedures are consistently maintained by staff that are geographically dispersed.

Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Manager | * Escalate issues, advise and receive instructions. |
| Work team | * Support team, provide training and work collaboratively to contribute to achieving organisation’s business goals * Participate in meetings to obtain the work group perspective and share information. |
| Value NSW staff | * Provide information and discuss issues. |
| **External** |  |
| Councils, Contract Valuers, and other government agencies | * Answer enquires and provide information. |
| General public | * Resolve technical and complex enquiries and provide information. |

# Role dimensions

## Decision making

The Land Data Supervisor allocates the day to day work priorities within the overall priorities as set by the Team Leader, makes assessments and seeks advice where the complexity of the work falls outside usual procedures.

## Reporting line

Land Data Team Leader

## Direct reports

Nil

## Budget/Expenditure

Nil

# Key knowledge and experience

* Thorough knowledge of the Register of Land Values maintenance, VG NSW systems and computer operations and a thorough understanding of the Valuation of Land Act and other relevant legislation.
* Thorough knowledge and understanding of real estate and conveyancing practices.
* Good analytical skills and high attention to detail.

# 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** |
|  | **Manage Self**  Show drive and motivation, an ability to self-reflect and a commitment to learning | | Adapt existing skills to new situations  Show commitment to achieving work goals  Show awareness of own strengths and areas for growth, and develop and apply new skills  Seek feedback from colleagues and stakeholders  Stay motivated when tasks become difficult | Intermediate |
|  | **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 |
|  | **Deliver Results**  Achieve results through the efficient use of resources and a commitment to quality outcomes | | Seek and apply specialist advice when required  Complete work tasks within set budgets, timeframes and standards  Take the initiative to progress and deliver own work and that of the team or unit  Contribute to allocating responsibilities and resources to ensure the team or unit achieves goals  Identify any barriers to achieving results and resolve these where possible  Proactively change or adjust plans when needed | Intermediate |
| **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 |

# 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** |
|  | Display Resilience and Courage | | Be open and honest, prepared to express your views, and willing to accept and commit to change | Intermediate |
| 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 | 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 | Intermediate |
|  | Plan and Prioritise | | Plan to achieve priority outcomes and respond flexibly to changing circumstances | Foundational |
| 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 | 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 |