Role Description
Property Management Project Officer

Cluster	Planning, Industry & Environment
Agency	Department of Planning, Industry & Environment
Division/Branch/Unit	Housing & Property/ Crown Lands/Regional Services/Estate Management
Location	Various
Classification/Grade/Band	Departmental Officer Grade 7/8
Role Family (internal use only)	Bespoke/Projects and Programs/Deliver
ANZSCO Code	224511
PCAT Code	1119192
Date of Approval	27 October 2015 (Updated February 2019; May 2019; July 2019)
Agency Website	www.dpie.nsw.gov.au

Agency overview

The Planning, Industry and Environment Cluster was formed in 2019. The Cluster drives greater levels of integration and efficiency across key areas such as long-term planning, precincts, housing, property, infrastructure priorities, open space, the environment, our natural resources – land, water, mining – energy, and growing our industries. There is a strong emphasis on regional NSW.

Primary purpose of the role

The role is responsible for coordinating and contributing to high level property management activities and projects particularly concerned with the unauthorized use of Crown land. The role will also provide specialist advice to Regional Services staff to achieve government priorities in the management of Crown land.

Key accountabilities

- Provide high level property and tenure management advice and a proactive, consistent and effective client advisory service to landholders, licencees, Local Government, solicitors and other State agencies
- Undertake analysis and interpretation of Crown land use and access information and databases to inform recommended courses of action that support current Crown land legislation, policies and guidelines.
- Co-ordinate a range of technical property management projects to ensure that Crown Land is leased, licensed, reserved or otherwise used in accordance with the provisions of the Crown Lands Management Act 2016

- Review the work of other staff in the preparation of documentation to ensure staff potential is maximized, work is high quality and corporate processes and systems are implemented.
- Ensure accurate and timely data entry into the Crown Lands information data base so the integrity of land information data is maintained.
- Ensure the management of land, natural resources, compliance and built assets are allocated appropriately by coordinating and contributing to reserve, sales, tenure and property management activities.
- Mentor the development of officers in understanding Crown Lands Management Act 2016 and assist with policy implementation projects to ensure compliance with regulatory frameworks and alignment with Crown Lands' priorities.

Key challenges

- Maintaining Crown Lands' objectives in external negotiations on complex Crown Land issues.
- Working with a broad range of conflicting and competing priorities in a high workload and dynamic political environment.
- Interpreting and applying complex property management legislation and policy and providing advice and recommendations on operational matters.

Key relationships

Who	Why
Internal	
Manager	- Receive guidance and provide regular updates and reports on assigned tasks to line manager - Work with the Manager to formulate courses of action to resolve emerging issues
Staff and work teams	- Provide advice and support in resolving property management issues and maintenance of land information data. - Assist with the efficient and effective integration of state-wide compliance policy and strategy into implementable practices and procedures
External	
External Clients / Stakeholders	Provide timely and accurate advice in the co-ordination of property management projects and dealing with complex Crown land issues.

Role dimensions

Decision making

- Provide advice to work teams on property management activities.
- The role holder is required to exercise judgement and discretion in organising and planning their own workload.

Reporting line

Group Leader Compliance Strategy and Monitoring.

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements

- Tertiary qualifications in property management or other relevant field or thorough working knowledge and experience in the management and administration of land and property.
- Current drivers licence and willingness to travel.

Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at www.psc.nsw.gov.au/capabilityframework

Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework		
Capability Group	**Capability Name**	**Level**
Personal Attributes	Display Resilience and Courage	Intermediate
	Act with Integrity	**Intermediate**
	Manage Self	Intermediate
	Value Diversity	Intermediate
Relationships	**Communicate Effectively**	**Adept**
	Commit to Customer Service	**Intermediate**
	Work Collaboratively	Intermediate
	Influence and Negotiate	Intermediate
Results	Deliver Results	Intermediate
	Plan and Prioritise	**Intermediate**
	Think and Solve Problems	**Intermediate**
	Demonstrate Accountability	**Intermediate**
Business Enablers	Finance	Foundational
	Technology	Foundational
	Procurement and Contract Management	Foundational
	Project Management	**Intermediate**

Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
Personal Attributes Act with Integrity	Intermediate	• Represent the organisation in an honest, ethical and professional way • Support a culture of integrity and professionalism • Understand and follow legislation, rules, policies, guidelines and codes of conduct • Help others to understand their obligations to comply with legislation, rules, policies, guidelines and codes of conduct • Recognise and report misconduct, illegal or inappropriate behaviour • Report and manage apparent conflicts of interest
Relationships Communicate Effectively	Adept	• Tailor communication to the audience • Clearly explain complex concepts and arguments to individuals and groups • Monitor own and others' non-verbal cues and adapt where necessary • Create opportunities for others to be heard • Actively listen to others and clarify own understanding • Write fluently in a range of styles and formats
Relationships Commit to Customer Service	Intermediate	• Support a culture of quality customer service in the organisation • Demonstrate a thorough knowledge of the services provided and relay 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 • Co-operate across work areas to improve outcomes for customers
Results Plan and Prioritise	Intermediate	• Understand the team/unit objectives and align operational activities accordingly • Initiate, and develop team goals and plans and use feedback to inform future planning • Respond proactively to changing circumstances and adjust plans and schedules when necessary • Consider the implications of immediate and longer term organisational issues and how these might impact on the achievement of team/unit goals • Accommodate and respond with initiative to changing priorities and operating environments

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
Results Think and Solve Problems	Intermediate	• Research and analyse information and make recommendations based on relevant evidence • Identify issues that may hinder completion of tasks and find appropriate solutions • Be willing to seek out input from others and share own ideas to achieve best outcomes • Identify ways to improve systems or processes which are used by the team/unit
Results Demonstrate Accountability	Intermediate	• Take responsibility and be accountable for own actions • Understand delegations and act within authority levels • Identify and follow safe work practices, and be vigilant about their application by self and others • Be alert to risks that might impact the completion of an activity and escalate these when identified • Use financial and other resources responsibly
Business Enablers Project Management	Intermediate	• Perform basic research and analysis which others will use to inform project directions • Understand project goals, steps to be undertaken and expected outcomes • Prepare accurate documentation to support cost or resource estimates • Participate and contribute to reviews of progress, outcomes and future improvements • Identify and escalate any possible variance from project plans

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