

Role Description

Director Property Services

Cluster	Stronger Communities
Agency	Fire and Rescue NSW (FRNSW)
Directorate/Branch/Unit	Operational & Strategic Services/ Property Services
Senior Executive Band	Band One (1)
Senior Executive Work Level Standard	Contribution Stream: Service/Operational Delivery Roles
Role Number	52014398
ANZSCO Code	149913
PCAT Code	3112224
Agency Website	www.fire.nsw.gov.au

Agency overview

Fire and Rescue NSW (FRNSW) is one of the world's largest urban fire and rescue services and is the busiest in Australia. Our overriding purpose is to enhance community safety, quality of life, and confidence by minimising the impact of hazards and emergency incidents on the people, property, environment and on the economy of NSW. Our capabilities extend far beyond fighting fires. FRNSW firefighters are among the most highly trained in the world. Our teams provide fire prevention, they respond to hazardous materials incidents, natural disasters and medical emergencies. Our teams also undertake counter terrorism and urban search and rescue operations. We are prepared for anything – helping anyone, anywhere, anytime.

Primary purpose of the role

Lead and manage the delivery of FRNSW property infrastructure and maintenance programs. Specifically this incorporates the oversight and provision of strategic and tactical advice on planning; service design and program management to ensure the organisation is strategically placed to meet its current and future facility and property needs and requirements.

Key accountabilities

- Oversee the provision of services across activities including property purchase, land sourcing, building programs, leasing and property maintenance and plan, monitor and report on the delivery of property projects to ensure services and projects meet FRNSW's strategic goals, provide value for money and support operational preparedness
- Deliver FRNSW's property infrastructure and maintenance programs on time and within budget
- Drive business analysis and property development and maintenance expertise to assist FRNSW senior management achieve strategic and operational objectives
- Plan, monitor and report on the delivery of property projects to ensure they meet FRNSW's strategic goals, provide value for money and support operational preparedness
- Plan, direct, and control the functional management of facilities and promote continuous improvement by reviewing performance and reforming business processes to ensure effective and efficient operations that support FRNSW core activities

Key challenges

- Ensure the delivery of compatible and comparable facilities across the State when undertaking new developments, building upgrades and modifications
- Manage a diverse property portfolio, ensuring maintenance requirements are met within a diverse and geographically dispersed organisation
- Must position the organisation as an effective user of property assets in line with FRNSW strategic and operational objectives, government policy and industry best practice by ensuring property strategies, policy and standards support operational preparedness and comply with relevant government policy, legislation, standards and other regulatory requirements

Key relationships

Who	Why
Internal	
Executive Leadership Team and other senior managers	<ul style="list-style-type: none">• Provide principal and authoritative counsel on the development and implementation of property services; provide advice and implement strategies, programs and processes; provide advice on facilities design, development and construction
Senior managers across FRNSW	<ul style="list-style-type: none">• Partner, consult, seek input, develop programs and ensure on time and on budget delivery of key projects
The senior management team of the Directorate	<ul style="list-style-type: none">• Contribute from the property perspective, to the strategic direction of the Directorate
Property Services staff	<ul style="list-style-type: none">• Develop, manage and monitor and ensure that effective financial planning and budgetary controls are observed and maintained within the Unit and for the properties programs
Specialist staff and resources	<ul style="list-style-type: none">• Manage a team, providing guidance and development opportunities to staff to ensure organisation, personal and professional development objectives are achieved
External	
Emergency service and other government agencies	<ul style="list-style-type: none">• With a view to enhancing service delivery and meeting organisational needs
Government agencies and local government planning authorities	<ul style="list-style-type: none">• Negotiate and represents FRNSW in various forums
Key vendor relationships	<ul style="list-style-type: none">• Oversee property related services and lead the establishment and renegotiation of key contracts
Other emergency service and Government	<ul style="list-style-type: none">• Participate in relevant committees and working parties. Represent FRNSW on matters pertaining to common facilities, share information and improve the relationship with these organisations

Role dimensions

Decision making

- Operates with considerable autonomy in the management of the Directorate and is fully accountable for the quality, integrity and accuracy of outputs
- Provides principal and authoritative counsel to the Executive Director on the development and implementation of property services; provides advice on facilities design, development and construction and implements strategies, programs and processes
- Manages a diverse property portfolio, and must ensure that development maintenance requirements are addressed within a diverse and geographically dispersed organisation

Reporting line: Executive Director, Operational & Strategic Services

Direct reports: Four (4)

Budget/Expenditure: As per FRNSW Delegations Manual

Key knowledge and experience

1. Considerable experience in strategic facilities planning and the delivery of property infrastructure and maintenance programs
2. Knowledge of relevant statutory requirements combined with knowledge of property management including commercial leases, licenses and government policies
3. Experience in the management and development of property related services and knowledge of property practices and standards, regulations and industry trends
4. Experience in the evaluation of designs, construction and planning processes for facilities development

Essential requirements

1. Postgraduate or equivalent level Tertiary qualifications in a relevant discipline

Capabilities for the role

The [NSW public sector 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
 Personal Attributes	Act with Integrity Be ethical and professional, and uphold and promote the public sector values	<ul style="list-style-type: none"> Model the highest standards of ethical and professional behaviour and reinforce their use Represent the organisation in an honest, ethical and professional way and set an example for others to follow Promote a culture of integrity and professionalism within the organisation and in dealings external to government Monitor ethical practices, standards and systems and reinforce their use Act promptly on reported breaches of legislation, policies and guidelines 	Advanced
 Relationships	Communicate Effectively Communicate clearly, actively listen to others, and respond with understanding and respect	<ul style="list-style-type: none"> Present with credibility, engage diverse audiences and test levels of understanding Translate technical and complex information clearly and concisely for diverse audiences Create opportunities for others to contribute to discussion and debate Contribute to and promote information sharing across the organisation Manage complex communications that involve understanding and responding to multiple and divergent viewpoints Explore creative ways to engage diverse audiences and communicate information Adjust style and approach to optimise outcomes Write fluently and persuasively in plain English and in a range of styles and formats 	Advanced
 Results	Deliver Results Achieve results through the efficient use of resources and a commitment to quality outcomes	<ul style="list-style-type: none"> Seek and apply the expertise of key individuals to achieve organisational outcomes Drive a culture of achievement and acknowledge input from others Determine how outcomes will be measured and guide others on evaluation methods Investigate and create opportunities to enhance the achievement of organisational objectives Make sure others understand that on-time and on-budget results are required and how overall success is defined Control business unit output to ensure government outcomes are achieved within budgets Progress organisational priorities and ensure that resources are acquired and used effectively 	Advanced

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural Indicators	Level
 Business Enablers	Project Management Understand and apply effective project planning, coordination and control methods	<ul style="list-style-type: none"> • Prepare and review project scope and business cases for projects with multiple interdependencies • Access key subject-matter experts' knowledge to inform project plans and directions • Design and implement effective stakeholder engagement and communications strategies for all project stages • Monitor project completion and implement effective and rigorous project evaluation methodologies to inform future planning • Develop effective strategies to remedy variances from project plans and minimise impact • Manage transitions between project stages and ensure that changes are consistent with organisational goals • Participate in governance processes such as project steering groups 	Advanced
	Manage and Develop People Engage and motivate staff, and develop capability and potential in others	<ul style="list-style-type: none"> • Define and clearly communicate roles, responsibilities and performance standards to achieve team outcomes • Adjust performance development processes to meet the diverse abilities and needs of individuals and teams • Develop work plans that consider capability, strengths and opportunities for development • Be aware of the influences of bias when managing team members • Seek feedback on own management capabilities and develop strategies to address any gaps • Address and resolve team and individual performance issues, including unsatisfactory performance, in a timely and effective way • Monitor and report on team performance in line with established performance development frameworks 	Adept






OCCUPATION SPECIFIC CAPABILITIES

Capability group/sets	Capability name	Description	Level
	Property acquisition professional knowledge Understanding of property acquisition in accordance with the governing legislation relating to the acquisition of land on just terms by authorities of the State, and apply property acquisition standards focused on fairness, access to information and assistance, consistency and transparency.	Apply property expertise to the acquisition of complex assets and interests in accordance with statutory requirements or assumptions. Resolve complex acquisitions and transactions through extensive knowledge of legislative requirements related to property acquisition. Apply an established, ethical process and a high degree of probity and display professional judgement when instructing qualified valuers and/or assessing the property valuation. Deal effectively with compulsory acquisition matters that involve the Valuer General or applications lodged with the Land and Environment Court. Provide expert advice during valuation, mediation and negotiation meetings. Prepare evidence for examination on legal compensation cases. Seek out and monitor changes to legislation, policies and court precedents that could affect the organisation and its acquisition activities	Level 4
	Evaluation and negotiation Take the acquisition project from inception to a deliverable solution, selecting strategies that address the complexity of the acquisition and its acquiring agency, industry and compliance situation.	Act as a trusted advisor on the proposal, evaluation and prioritisation of acquisition projects of high complexity or across a portfolio of projects in an agency. Lead cross-functional teams in the evaluation of large complex acquisition negotiations and agreements. Model the highest standards of financial probity in property acquisition activities, demonstrating due diligence, respect for public money and other agency resources. Follow risk management processes for major acquisition projects and coach others within the team on how to conduct risk assessments using established processes and frameworks. Manage compliance and work with project teams/business partners to eliminate noncompliant practices in acquisition. Have a broader understanding of project delivery plans and issues relating to the acquisition	Level 4

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
 Personal Attributes	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Adept
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Adept
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Adept
 Relationships	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Advanced
	Work Collaboratively	Collaborate with others and value their contribution	Adept
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Advanced
 Results	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Adept
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Advanced
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Advanced
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Advanced
	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Adept
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Adept
 People Management	Inspire Direction and Purpose	Communicate goals, priorities and vision, and recognise achievements	Adept
	Optimise Business Outcomes	Manage people and resources effectively to achieve public value	Adept
	Manage Reform and Change	Support, promote and champion change, and assist others to engage with change	Adept