# Role Description

# Senior Asset Management Officer

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| **Role Description Fields** | **Details** |
| **Cluster** |  |
| **Department/Agency** | **Agency to complete** |
| **Division/Branch/Unit** | **Agency to complete** |
| **Role number** |  |
| **Classification/Grade/Band** | **Clerk Grade 9/10** |
| **Senior executive work level standards** | **Not Applicable** |
| **ANZSCO Code** | **Agency to assess** |
| **PCAT Code** |  |
| **Date of Approval** | **Agency to complete** |
| **Agency Website** | **Agency to complete** |

## Agency overview

Agency to complete.

## Primary purpose of the role

The Senior Asset Management Officer implements asset management processes, practices and systems to deliver high quality services and drive value from the agency’s asset portfolio.

[Agency to add further detail as required]

## Key accountabilities

[Agency to complete. The below accountabilities are provided for guidance.]

* Manage and monitor delivery of a portfolio of asset management programs to enhance capability and maximise asset management outcomes.
* Providing expert advice to stakeholders across the organisation in their development of asset management plans for key assets.
* Support the assessment of organisational asset management capabilities to inform strategies to improve asset management capability and maturity to support organisational outcomes.
* Support annual review and planning cycles including managing stakeholder and customer inputs to meet government objectives.
* Provide expert advice to guide and support to customers and stakeholders across the organisation to define and achieve their asset management objectives.
* Plan and manage a program of work with stakeholders to identify and assess continuous improvement options and prepare proposals to recommend and implement programs to uplift the capability and maturity of asset management programs within the organisation to achieve compliance with the relevant policies to support organisational outcomes.
* Manage and foster collaborative relationships with key stakeholders to develop a mutual understanding on continuous improvement processes to facilitate effective assessment and implementation of continuous improvement ideas.
* Maintain awareness of issues, insights, challenges, opportunities and industry trends and practices to recommend innovative solutions that optimise outcomes, contribute to best practice and meet government objectives.

## Key challenges

## Delivering quality services and negotiating workable timeframes, given competing demands and priorities, the need to address unforeseen issues, the high volume of work and the need to work independently.

## Implementing a common approach to asset management while requiring input and undertakings from multiple stakeholders with competing priorities that delivers outcomes that are aligned across a diverse agency

## Creating clarity when confronted with complexity and ambiguity due to external pressures and constraints being in conflict with each other.

## Key relationships

**Internal**

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| Who | Why |
| Asset Management Function | * Provide asset management advice for informed executive decision making. |
| Line Manager | * Provide regular updates on key projects, issues and priorities. * Provide advice and contribute to decision making. * Identify emerging issues/risks and their implications and propose solutions. |
| Agency Staff | * Collaborate and provide expert advice, guidance and support on asset management strategies, activities and decision making. |

**External**

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| Who | Why |
| External stakeholders | * Respond and resolve queries, providing information and/or resources or redirect to the appropriate person or business unit if required |
| External asset management community | * To contribute to, and remain up to date on, asset management best practices by engaging with experts from across the field. |
| Vendors | * Assist the agency select and manage relevant vendors, service providers, and consultants. |

## Role dimensions

### Decision making

Agency to complete

### Reporting line

Agency to complete

### Direct reports

Nil

### Budget/Expenditure

Nil

## **Key knowledge and experience**

* Appropriate tertiary qualifications or demonstrated relevant, equivalent professional experience.

## 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

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| --- | --- | --- | --- |
| **Capability group/sets** | **Capability name** | **Behavioural indicators** | **Level** |
|  | **Act with Integrity**  Be ethical and professional, and uphold and promote the public sector values | Represent the organisation in an honest, ethical and professional way and encourage others to do so  Act professionally and support a culture of integrity  Identify and explain ethical issues and set an example for others to follow  Ensure that others are aware of and understand the legislation and policy framework within which they operate  Act to prevent and report misconduct and illegal and inappropriate behaviour | Adept |
|  | **Communicate Effectively**  Communicate clearly, actively listen to others, and respond with understanding and respect | Tailor communication to diverse audiences  Clearly explain complex concepts and arguments to individuals and groups  Create opportunities for others to be heard, listen attentively and encourage them to express their views  Share information across teams and units to enable informed decision making  Write fluently in plain English and in a range of styles and formats  Use contemporary communication channels to share information, engage and interact with diverse audiences | Adept |
|  | **Work Collaboratively**  Collaborate with others and value their contribution | Recognise outcomes achieved through effective collaboration between teams  Build cooperation and overcome barriers to information sharing, communication and collaboration across the organisation and across government  Facilitate opportunities to engage and collaborate with stakeholders to develop joint solutions  Network extensively across government and organisations to increase collaboration  Encourage others to use appropriate collaboration approaches and tools, including digital technologies | Advanced |
|  | **Influence and Negotiate**  Gain consensus and commitment from others, and resolve issues and conflicts | Negotiate from an informed and credible position  Lead and facilitate productive discussions with staff and stakeholders  Encourage others to talk, share and debate ideas to achieve a consensus  Recognise diverse perspectives and the need for compromise in negotiating mutually agreed outcomes  Influence others with a fair and considered approach and sound arguments  Show sensitivity and understanding in resolving conflicts and differences  Manage challenging relationships with internal and external stakeholders  Anticipate and minimise conflict | Adept |
|  | **Plan and Prioritise**  Plan to achieve priority outcomes and respond flexibly to changing circumstances | Consider the future aims and goals of the team, unit and organisation when prioritising own and others’ work  Initiate, prioritise, consult on and develop team and unit goals, strategies and plans  Anticipate and assess the impact of changes, including government policy and economic conditions, on team and unit objectives and initiate appropriate responses  Ensure current work plans and activities support and are consistent with organisational change initiatives  Evaluate outcomes and adjust future plans accordingly | Adept |
|  | **Procurement and Contract Management**  Understand and apply procurement processes to ensure effective purchasing and contract performance | Understand and comply with legal, policy and organisational guidelines and procedures relating to purchasing  Conduct delegated purchasing activities in line with procedures  Work with providers, suppliers and contractors to ensure that outcomes are delivered in line with time and quality requirements | Intermediate |
|  | **Project Management**  Understand and apply effective planning, coordination and control methods | Understand all components of the project management process, including the need to consider change management to realise business benefits  Prepare clear project proposals and accurate estimates of required costs and resources  Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements  Identify and evaluate risks associated with the project and develop mitigation strategies  Identify and consult stakeholders to inform the project strategy  Communicate the project’s objectives and its expected benefits  Monitor the completion of project milestones against goals and take necessary action  Evaluate progress and identify improvements to inform future projects | Adept |

## Occupational Specific Focus Capabilities

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| **Capability group/sets** | **Capability name** | **Behavioural indicators** | **Level** |
|  | **Asset Management Processes and Practices**  Manage and integrate asset lifecycle activities by balancing cost, risk and performance to meet government objectives. | Manage activities within a particular phase or phases of the asset lifecycle, for example asset planning, delivery/acquisition, decommissioning or divestment activities  Deliver activities in accordance with an operational or maintenance model for assets  Undertake cost analysis across the asset lifecycle, including capital and recurrent costs  Identify cost, risk and performance considerations resulting from assessment of the asset portfolio  Identify asset-related risk in alignment with the organisation’s risk management framework  Identify and deliver continual improvements and organisational capability building initiatives in asset management  Manage resources and services required to deliver the asset management plans | 2 |
|  | **Asset Management Data and Information**  Produce asset data and information that supports decision-making and continual improvement. | Implement asset information and data management strategies that support decision-making and continual improvement  Analyse and create insights from asset information and data in accordance with the organisation’s standards and processes  Use and continually improve asset information technologies to carry out asset management processes  Maintain and improve asset management knowledge sharing frameworks and activities | 2 |

## 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.

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| **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 | Adept |
|  | 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 | Intermediate |
|  | Commit to Customer Service | Provide customer-focused services in line with public sector and organisational objectives | Adept |
|  | Deliver Results | Achieve results through the efficient use of resources and a commitment to quality outcomes | Adept |
|  | Think and Solve Problems | Think, analyse and consider the broader context to develop practical solutions | Adept |
|  | 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 | Intermediate |
|  | Technology | Understand and use available technologies to maximise efficiencies and effectiveness | Intermediate |

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| **Occupation specific capability set** |

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|  | Asset Management Strategy and Planning | Align asset management policy, strategy and planning to deliver government objectives. | Level 1 |