

POSITION DESCRIPTION

Position Title:	Case Manager [NSW & Technical Governance]
Reports To:	Manager: Business and Technical Services
Delegates To:	NA
Hours of Work:	38 hours per week
Location:	Sydney NSW Australia
Approved By:	Manager: Business and Technical Services

POSITION SUMMARY & PRIMARY OBJECTIVE

The Infrastructure Sustainability Council of Australia (ISCA) is a member-based not-for-profit industry council. ISCA is the peak industry body for advancing sustainability outcomes in infrastructure. ISCA's mission is to improve the productivity & liveability of industry & communities through sustainability in infrastructure. ISCA's values are:

- Openness: We cultivate strong diverse collaborative relationships to lead sustainable outcomes.
- Knowledge: We are the leading authority in sustainability in infrastructure knowledge.
- Value Creation: We create value through sustainability in infrastructure.

The principal means by which ISCA is advance sustainability outcomes in infrastructure is through the development and facilitation of the IS rating scheme. IS rating scheme is an industry-compiled voluntary sustainability performance framework evaluating planning, design, construction and operation of all infrastructure asset classes. The IS rating scheme is Australia's only comprehensive standard for evaluating sustainability across design, construction and operation of infrastructure.

The primary objective of this Case Manager role is to **support registered IS ratings through the rating process, foster stakeholder relationships across NSW and oversee technical governance of the IS rating process.**

QUALIFICATIONS/ EXPERIENCE/ KNOWLEDGE

Knowledge & Experience Required

Essential

- Demonstrated project management experience
- At least 5 years' experience in sustainability, environment, communications, management or similar areas
- Working knowledge of sustainability rating tools
- Tertiary degree in sustainability, environmental engineering, environmental science, communications, social studies or other related areas
- Practical experience in at least one of stage of the infrastructure asset life cycle
- Strong writing, verbal communication and presentation skills
- Strong organisational skills and attention to detail
- Australian Drivers Licence

Desirable

- Experience with sustainability rating tools/management systems
- Qualifications or experience in Life Cycle Assessment will be very highly regarded
- Ability to balance and prioritise tasks effectively
- Be able to work in a small team
- Good IT knowledge including advanced MS Excel skills and intermediate skills in MS Word, PowerPoint and Outlook, SharePoint/CRM skills are also desirable

ROLES AND RESPONSIBILITIES

Case management

- Case management, through providing technical guidance to registered projects/assets on the rating tool and the implementation of sustainability in infrastructure *inter alia*
 - *Executing on rating process and procedures (registration, kick-off, weightings assessment and base case)*
 - *Monthly progress meetings*
 - *Mid-point status reviews and technical workshops with key rating stakeholders*
 - *Coordinating technical clarifications and credit interpretation requests*
 - *Facilitating the verification process*
 - *Coordinating with internally and externally to celebrate certification*
 - *Leading lessons learned workshops*
 - *Extracting case studies and widely promoting outcomes*
- Management and reporting on quality, time and financial performance of ratings in NSW and possibly other ANZ geographies.
- Engage collaboratively with key NSW stakeholders to identify solutions to overcome challenges and deliver better sustainability outcomes which can be shared with industry.

Technical Governance

- Overseeing and reviewing submissions to the Board Technical and Rating Committee.
- Technical leadership of the case managers to ensure information sharing and knowledge management
- Assist the Assurance Manager with industry informed rating process and procedure amendments (e.g. base case strategy, planning phase, program application).
- Contributing to the continuous improvement of the IS rating scheme and advancements that meet industry's evolving needs.
- Manage and contribute to the ideation and development insights, guidance and industry resources which facilitate deployment.

Traction and Adoption Responsibilities

- Increase adoption in line with market development and penetration goals through building on existing relationships and new acquisition tactics.
- Advancing the community of practice by actively sharing current best practice.
- Representing ISCA at public forums on the rating scheme and ISCA activities
- Liaising with stakeholder groups including ISCA members and member working groups
- Managing technical inquiries via phone and email
- Contributing to ISCA thought leadership and communication initiatives (website content, fact sheets, case studies, newsletters, presentations etc.).

CORE COMPETENCIES

The following Core Competencies are the skills, knowledge and behaviours expected of an employee at ISCA.

1. **Communications.** Is able to write and speak clearly and succinctly in a variety of communication settings and styles; can get messages across that have the desired effect.
2. **Drive For Results.** Can be counted on to exceed goals successfully; is constantly and consistently one of the top performers; very bottom-line oriented; steadfastly pushes self and others for results.
3. **Business Acumen.** Knows how businesses work; knowledgeable in current and possible future policies, practices, trends, and information affecting his/her business and organization; knows the competition; is aware of how strategies and tactics work in the marketplace.
4. **Ethics and Values.** Adheres to an appropriate (for the setting) and effective set of core values and beliefs during both good and bad times; acts in line with those values; rewards the right values and disapproves of others; practices what he/she preaches.
5. **Integrity and Trust.** Is widely trusted; is seen as a direct, truthful individual; can present the unvarnished truth in an appropriate and helpful manner; keeps confidences; admits mistakes; doesn't misrepresent him/herself for personal gain.
6. **Creativity.** Comes up with a lot of new and unique ideas; easily makes connections among previously unrelated notions; tends to be seen as original and value-added in brainstorming settings.
7. **Problem Solving.** Uses rigorous logic and methods to solve difficult problems with effective solutions; probes all fruitful sources for answers; can see hidden problems; is excellent at honest analysis; looks beyond the obvious and doesn't stop at the first answers.

ROLE SPECIFIC COMPETENCIES

The following Role Specific Competencies are the skills, knowledge and behaviours that lead to a staff member being successful in their role.

Has a strong customer focus and is able to present and communicate effectively with important stakeholders

1. **Customer Focus:** Is dedicated to meeting the expectations and requirements of internal and external customers; gets first-hand customer information and uses it for improvements in products and services; acts with customers in mind; establishes and maintains effective relationships with customers and gains their trust and respect.
2. **Presentation:** Is effective in a variety of formal presentation settings: one-on-one, small and large groups, with peers, direct reports, and bosses; is effective both inside and outside the organization, on both cool data and hot and controversial topics; commands attention and can manage group processes during the presentation; can change tactics midstream when something isn't working.
3. **Written Communication:** Is able to write clearly and succinctly in a variety of communication settings and styles; can get messages across that have the desired effect.
4. **Negotiating:** Can negotiate skilfully in tough situations with both internal and external groups; can settle differences with minimum noise; can win concessions without damaging relationships; can be both direct and forceful as well as diplomatic; gains trust quickly of other parties to the negotiations; has a good sense of timing.
5. **Functional/Technical Skills:** Has the correct technical skills and process management ability to deliver work in a timely, accurate and efficient manner:
6. **Technical Skills:** Functional/Technical Skills. Has the functional and technical knowledge and skills to do the job at a high level of accomplishment.

7. **Perseverance:** Pursues everything with energy, drive, and a need to finish; seldom gives up before finishing, especially in the face of resistance or setbacks.
8. **Process Management:** Good at figuring out the processes necessary to get things done; knows how to organize people and activities; understands how to separate and combine tasks into efficient work flow; knows what to measure and how to measure it; can see opportunities for synergy and integration where others can't; can simplify complex processes; gets more out of fewer resources.
9. **Time Management:** Uses his/her time effectively and efficiently; values time; concentrates his/her efforts on the more important priorities; gets more done in less time than others; can attend to a broader range of activities.
10. **Managing through systems:** Can design practices, processes, and procedures which allow managing from a distance; is comfortable letting things manage themselves without intervening; can make things work through others without being there; can impact people and results remotely.
11. **Dealing With Paradox:** Is very flexible and adaptable when facing tough calls; can combine seeming opposites like being compassionately tough, stand up for self without trampling others, set strong but flexible standards; can act differently depending upon the situation; is seen as balanced despite the conflicting demands of the situation.
12. **Priority Setting:** Spends his/her time and the time of others on what's important; quickly zeros in on the critical few and puts the trivial many aside; can quickly sense what will help or hinder accomplishing a goal; eliminates roadblocks; creates focus.
13. **Planning.** Accurately scopes out length and difficulty of tasks and projects; sets objectives and goals; breaks down work into the process steps; develops schedules and task/people assignments; anticipates and adjusts for problems and roadblocks; measures performance against goals; evaluates results.
14. **Managing and Measuring Work.** Clearly assigns responsibility for tasks and decisions; sets clear objectives and measures; monitors process, progress, and results; designs feedback loops into work
15. **Decision Quality:** Makes good decisions (without considering how much time it takes) based upon a mixture of analysis, wisdom, experience, and judgment; most of his/her solutions and suggestions turn out to be correct and accurate when judged over time; sought out by others for advice and solutions.