

Role Description

Senior Facilities Officer



Regional
NSW

Cluster	Regional NSW
Agency	Department of Regional NSW
Division/Branch/Unit	Public Works Advisory and Regional Development
Location	NSW
Classification/Grade/Band	Clerk Grade 7/8
ANZSCO Code	312911
PCAT Code	1122292
Date of Approval	July 2021 (updated from June 2016 and September 2020)
Agency Website	www.drnsw.nsw.gov.au or www.publicworks.nsw.gov.au

Agency overview

The Department of Regional NSW was formed in 2020 as a central agency for regional issues. The Department is responsible for building resilient regional economies and communities, strengthening primary industries, managing the use of regional land, overseeing the state's mineral and mining resources and ensuring government investment in regional NSW is fair and delivers positive outcomes for local communities and businesses.

Public Works Advisory (PWA) is part of the Department of Regional NSW and supports local and state government agencies to deliver critical infrastructure initiatives by providing expert advisory, planning, design, delivery and support services. There's nothing abstract about what we do. Just look around. Our work is in the hospitals, dams, water treatment plants and high schools – the real foundations of prosperous communities. Every day we help shape the ambitious projects that bring progress to more people in NSW. From forging a more sustainable relationship with the land around us, to engineering the big ideas of the future. In every challenge we see the chance to build stronger and more connected communities. We do this by developing solutions that show creativity and grassroots ingenuity, providing impartial advice and support at all levels of government and the private sector, and partnering with experts to maximise the benefits of our knowledge and experience.

In PWA offices all over the state, you'll find local expertise for local issues. We uncover the best talent, scrutinise cost and risk, and bridge the gap between private sector and government. By managing these nuances, projects we work on don't just get done, they become benchmarks others aspire to.

Primary purpose of the role

The Senior Facilities Officer coordinates and provides advice that supports asset and facilities management across NSW government portfolios.

Key accountabilities

- Liaise with internal and external stakeholders regarding asset and facilities management services and contract management, providing detailed and timely advice and support services.
- Closely manage external service providers on day to day delivery of asset and facilities management services to meet performance objectives through effective communication, negotiation and issues management.
- Oversee customer service surveys, audits and on-site inspections to ensure work is being executed in accordance with agreed standards and agreements, and plan for improvements.
- Undertake analysis on contract statistics and performance, research and collate information for reporting, monitoring and evaluation purposes and implement plans that will contribute to ensure agreed outcomes are achieved.
- Manage compilation, coordination and monitoring of budgets for facilities management work and provide regular reports to Senior Management.
- Assist the Manager, Building Services with undertaking WH&S and Risk Management audit reviews and monitoring.
- Coordinate the improvement and implementation of operational procedures and processes for the Asset and Facilities Management working stream.
- Work closely with the team to complete tasks and implement plans to ensure agreed outcomes are achieved.

Key challenges

- Coordinating numerous internal and external stakeholders, with the expectation of delivering outstanding customer service from the Facilities Management team, Help Desk and external service provider.
- Providing accurate data and service level reviews for the Senior Manager, Building Services and Facilities Management team; and driving continuous improvements in the asset and facilities management service areas.
- Performing a range of activities, given competing demands and priorities, and the need to adapt and assimilate information quickly to ensure outcomes are achieved and driving continuous improvements in the facilities management service area

Key relationships

Who	Why
Internal	
Manager	<ul style="list-style-type: none">• Participate in discussions and decisions regarding policy development• Escalate issues and propose solutions• Receive guidance and provide regular updates on key tasks, issues and priorities
Work Team	<ul style="list-style-type: none">• Support team members and work collaboratively to contribute to achieving team outcomes• Provide and receive feedback• Participate in meetings, share information and provide input on issues

Who	Why
External	
Vendors and Service providers	<ul style="list-style-type: none"> • Liaise with suppliers, exchanging information and seeking advice. • Administer contracts
Industry professionals/consultants	<ul style="list-style-type: none"> • Seek/maintain specialist knowledge/advice and collaboration on and keep up to date with industry best practice • Participate in forums, groups to represent the agency and share information
Customers/Stakeholders	<ul style="list-style-type: none"> • Respond to enquiries • Develop and maintain effective working relationships and open channels of communication • Report and provide updates on projects

Role dimensions

Decision making

This role has autonomy and makes decisions that are under their direct control. It refers to a Manager decisions that require significant change to program outcomes or timeframes or are likely to escalate or require submission to a higher level of management. This role is fully accountable for the delivery of work assignments on time and to expectations in terms of quality, deliverables and outcomes.

Reporting line

Senior Manager, Building Services

Direct reports

Nil

Budget/Expenditure

As per the Department's Financial Delegations

Essential requirements

- Relevant industry experience and/or qualifications in Facilities Management, Contract Management, Procurement or related field.
- A current and valid NSW drivers licence.

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	Display Resilience and Courage Be open and honest, prepared to express your views, and willing to accept and commit to change	<ul style="list-style-type: none"> Be flexible and adaptable and respond quickly when situations change Offer own opinion and raise challenging issues Listen when ideas are challenged and respond appropriately Work through challenges Remain calm and focused in challenging situations 	Intermediate
	Act with Integrity Be ethical and professional, and uphold and promote the public sector values	<ul style="list-style-type: none"> 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
 Relationships	Communicate Effectively Communicate clearly, actively listen to others, and respond with understanding and respect	<ul style="list-style-type: none"> 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
 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 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 	Intermediate


		<ul style="list-style-type: none"> 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 	
	Think and Solve Problems Think, analyse and consider the broader context to develop practical solutions	<ul style="list-style-type: none"> 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
	Procurement and Contract Management Understand and apply procurement processes to ensure effective purchasing and contract performance	<ul style="list-style-type: none"> 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

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
	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	Foundational
	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Intermediate
	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	Intermediate

	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
	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Intermediate
	Project Management	Understand and apply effective planning, coordination and control methods	Intermediate