

Role Description



Senior Asset Manager (Facility Management)

Cluster	Stronger Communities
Agency	Fire and Rescue NSW (FRNSW)
Directorate/Branch/Unit	Strategic Capability/Property Services
Classification/Grade/Band	Clerk 11/12
Kind of Employment	Ongoing
Role Number	52014431
ANZSCO Code	149913
PCAT Code	3222224
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

The Senior Asset Manager (Facility Management) provides senior leadership, management direction and the delivery of three key areas: Planned/Unplanned Maintenance, Facility Services (cleaning, security, WHS/Emergency Management) and Asset Management. Responsible for designated facility management including both owned and leased sites throughout their entire lifecycle phases. Oversees and ensures the timely delivery of quality scheduled works, asset management plans, minor capital works, unplanned breakdowns and R&M, infrastructure and portfolio planning within budget to deliver on FRNSW infrastructure and strategic priority commitments.

Key accountabilities

- Provide senior leadership and direction in the planning, development and implementation of maintenance strategies, programs and budgets for the management of the FRNSW property asset portfolio
- Undertake business analysis and reporting to assist the Minister and FRNSW executive achieve their strategic and operational objectives related to the property asset portfolio and strategic asset and service planning functions
- Development of the annual Property Asset Management Plan (AMP) for minor capital and related maintenance investment decisions and the development of implementation plans for scheduled and planned maintenance programs, minor capital works as they relate to the AMP
- Lead and guide state-wide facility maintenance related property projects and provide strategic and tactical advice to influence planning, design and delivery across all projects
- Ensure statutory compliance, governance and probity are achieved with activities sourced from suitably qualified trades persons or service providers, in line with NSW government procurement rules, and that all construction comply with Environmental Planning and Assessment Act
- Manage negotiations and provide leadership for maintenance/minor capital works projects ensuring delivery within budget, and timeframes, appropriate matching of resources to objectives and quality parameters

- Innovate and develop robust policies, methodologies, systems, standards, guidelines and processes for project management ensuring periodic reviews and fit to organisational needs; and add value to the role by exploring alternative processes, materials and functions that exceed industry best practice
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- Oversee and monitor risk, cost benefit, compliance, safety and security issues and advise on appropriate actions; and review outcomes of post project implementation reviews to build strategies for continuous improvement
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- Lead stakeholder engagement and consultation activities that meet and exceed legislative requirements

Key challenges

- Maintain currency of knowledge of FRNSW policies, the legislative and regulatory environment to proactively manage and deliver projects
- Develop and implement strategies, policies and processes that take account of changing markets, procurement techniques, project needs and the government regulatory and policy framework
- Manage a balance in maintenance projects between operational requirements and management/Government guidelines
- Maintain sufficient stakeholder engagement whilst navigating the challenges of time, quality and cost of works/projects

Key relationships

Who	Why
Internal	
Executive/Senior Leadership Team and other senior managers	<ul style="list-style-type: none"> • Provide authoritative counsel on the development and implementation of property services relating to facility maintenance investment; provide advice and implement strategies, programs and processes; provide advice on facilities design, development and construction • Complete accurate reports as required on status of maintenance programs and projects, emerging risks and financial performance
Directorates across FRNSW	<ul style="list-style-type: none"> • Consult with Health Safety Representatives and across FRNSW workers, seek input, develop programs and ensure on time and on budget delivery of key projects • Provide accurate and timely information as requested including Government or media requests • Provide the Property Asset Management Plan (AMP) each year to meet Treasury deadlines • Work collaboratively with other directorates to include their property maintenance needs as they relate to the consolidated AMP, plans and budget bids
The senior management team	<ul style="list-style-type: none"> • Contribute to the strategic direction of the Strategic Asset Management Plan and the Property Asset Management Plan processes
Property Services staff	<ul style="list-style-type: none"> • Works closely with the Senior Asset Manager (Capital Investment) to ensure the seamless transition of capital works projects to facility management and the integration of the AMP including the 10-year total expenditure plans. • Develop, manage, monitor and ensure that effective financial planning and budgetary controls are observed and maintained within Property Services

Who	Why
Specialist staff and resources	<ul style="list-style-type: none"> Manage a team of ongoing staff, providing guidance and development opportunities to ensure organisational, 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 For opportunities to collaborate, co-locate or enhance services delivery through new or merged initiatives
Government agencies and local government planning authorities	<ul style="list-style-type: none"> Negotiate and represent FRNSW in various forums as necessary to perform the functions of the role Adhere to all Government Policy including the Asset Management Plan requirements and other emerging government requirements including sustainability mandates and net emission target pathways
Minister's office, Treasury, other Government offices, public and stakeholders	<ul style="list-style-type: none"> Provide and/or complete reports as requested. Prepare answers to questions arising from Government process, stakeholders and the public. Complete regular or standing reports under the ordinary business processes of Government

Role dimensions

Decision making

- Operates with considerable autonomy in the management of the Property Services unit and is accountable to the Director for the quality, integrity and accuracy of outputs

Reporting line: Director Property Services

Direct reports: Up to 5

Budget/Expenditure: Approx \$10M/A as per FRNSW Delegations Manual

Key knowledge and experience

- Extensive knowledge of relevant statutory requirements, NSW building codes and regulations, State Environmental Planning Policies, safety compliance, Australian Standards, quality assurance practices and WHS legislation
- Extensive knowledge and experience in government procurement processes and tender management.
- Experience in the building and construction industry, including minor capital works programs, strategic planning, facilities management, contract management, risk profiling, WHS and compliance
- Ability to investigate, scope and develop business cases for planned maintenance of property, refurbishment, construction and ongoing whole of lifecycle costs

Essential requirements

- Degree in a property, construction or qualified tradesperson in a related field or equivalent experience
- Current NSW Class C Driver Licence and preparedness to drive long distances across the state in the course of performing the role (with overnight stays)
- Willingness and ability to fly to destinations as required in the course of performing the role (with overnight stays)

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 behaviour and reinforce them in others Represent the organisation in an honest, ethical and professional way and set an example for others to follow Ensure that others have a working understanding of the legislation and policy framework within which they operate 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 on reported breaches of rules, policies and guidelines 	Advanced
	Manage Self Show drive and motivation, an ability to self-reflect and a commitment to learning	<ul style="list-style-type: none"> Keep up to date with relevant contemporary knowledge and practices Look for and take advantage of opportunities to learn new skills and develop strengths Show commitment to achieving challenging goals Examine and reflect on own performance Seek and respond positively to constructive feedback and guidance Demonstrate and maintain a high level of personal motivation 	Adept
 Relationships	Influence and Negotiate Gain consensus and commitment from others, and resolve issues and conflicts	<ul style="list-style-type: none"> Influence others with a fair and considered approach and present persuasive counter-arguments Work towards mutually beneficial 'win-win' outcomes Show sensitivity and understanding in resolving acute and complex conflicts and differences Identify key stakeholders and gain their support in advance Establish a clear negotiation position based on research, a firm grasp of key issues, likely arguments, points of difference and areas for compromise Anticipate and minimise conflict within the organisation and with external stakeholders 	Advanced


FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural Indicators	Level
	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
	Think and Solve Problems Think, analyse and consider the broader context to develop practical solutions	<ul style="list-style-type: none"> • Undertake objective, critical analysis to draw accurate conclusions that recognise and manage contextual issues • Work through issues, weigh up alternatives and identify the most effective solutions in collaboration with others • Take account of the wider business context when considering options to resolve issues • Explore a range of possibilities and creative alternatives to contribute to system, process and business improvements • Implement systems and processes that are underpinned by high-quality research and analysis • Look for opportunities to design innovative solutions to meet user needs and service demands • Evaluate the performance and effectiveness of services, policies and programs against clear criteria 	Advanced

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural Indicators	Level
 <p>Business Enablers</p>	Procurement and Contract Management Understand and apply procurement processes to ensure effective purchasing and contract performance	<ul style="list-style-type: none"> • Ensure that government and organisational policy in relation to procurement and contract management is implemented • Monitor procurement and contract management risks and ensure that this informs contract development, management and procurement decisions • Take responsibility for procurement and contract management activities and decisions by applying the guidelines and procedures • Promote the principles of risk management as applied to procurement projects, to identify and mitigate risk • Implement effective governance arrangements to monitor provider, supplier and contractor performance against contracted deliverables and outcomes • Represent the organisation in the resolution of complex/sensitive disputes with providers, suppliers and contractors 	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

FOCUS CAPABILITIES




Capability group/sets	Capability name	Behavioural Indicators	Level
 People Management	Inspire Direction and Purpose	<ul style="list-style-type: none"> Promote a sense of purpose and enable others to understand the links between government policy and organisational goals Build a shared sense of direction, clarify priorities and goals and inspire others to achieve them Work with others to translate strategic direction into operational goals and build a shared understanding of the link to core business outcomes Create opportunities for recognising and celebrating high performance at the individual and team level Work to remove barriers to achievement of goals 	Advanced
	Communicate goals, priorities and vision, and recognise achievements		

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
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Adept
 Relationships	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Adept
	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Adept
	Work Collaboratively	Collaborate with others and value their contribution	Adept
 Results	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Adept
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Adept

COMPLEMENTARY CAPABILITIES

Capability Group/Sets	Capability Name	Description	Level
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Adept
	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Adept
	Project Management	Understand and apply effective project planning, coordination and control methods	Adept
 People Management	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