

# Role Description

## Team Leader - Facilities

Role Description Fields	Details
Cluster	Stronger Communities
Department/Agency	Legal Aid NSW
Division/Branch/Unit	Facilities
Classification/Grade/Band	Clerk Grade 7/8
Senior executive work level standards	Not Applicable
ANZSCO Code	531111
PCAT Code	1322492
Date of Approval	14 January 2022
Agency Website	<a href="http://www.legalaid.nsw.gov.au">www.legalaid.nsw.gov.au</a>

### Agency overview

Legal Aid NSW is the largest legal aid agency in Australia, comprising a Central Sydney office and 28 regional offices in metropolitan and regional centres across NSW and a number of specialist services and advice clinics. It was established under the Legal Aid Commission Act 1979 as an independent authority to assist economically and socially disadvantaged people to understand and protect their rights in the legal system. People with disabilities, from people from culturally and linguistically diverse backgrounds, women and children, Indigenous people and people with mental illness are some of the groups who may experience difficulties when enforcing and defending their rights.

Working in partnership with private lawyers, Legal Aid NSW provides legal advice, information and minor assistance and legal representation to eligible people in many areas of law. Legal Aid NSW also provides alternative dispute resolution services, community legal education programs, and publications on legal issues.

### Primary purpose of the role

To lead a team of customer focused facilities professionals and to manage the coordinated delivery of facilities management including property leasing and maintenance, emergency and security management, and vehicle fleet services for Legal Aid NSW. The role provides facilities advice in accordance with NSW Government Policy.

### Key accountabilities

- Manage and coordinate delivery of state-wide facilities services across all Legal Aid NSW tenancies and fleet vehicles. The facilities services that are delivered and coordinated by this role include emergency and security management, preventative and proactive repairs and maintenance, energy usage and supply, cleaning and waste, office relocations, stores and WHS compliance.
- Provide leadership/mentoring of the Facilities Team and provide direction to an established network of contractors and service providers.
- Manage organizational facilities projects such as minor works or establishing new contract arrangements.

- Coordinate security and emergency management training and implementation across NSW Legal Aid sites in accordance with legislative requirements.
- Provide advice and support in relation to Legal Aid NSW facilities.
- Develop, implement and maintain relevant policies and guidelines to ensure compliance with industry or Government legislation.
- Ensure performance management standards are met within budget.
- Provide facilities advice as required to the Manager Facilities and undertake duties as directed by Manager Facilities.

## Key challenges

- Managing constant change in a Facilities support environment;
- Keeping current of changing technology and legislation within the Facility services industry;
- Ensuring regulatory/procedural compliance throughout Legal Aid NSW and maintain consistency across the Agency in relation to Facilities service delivery.

## Key relationships

### Internal

Who	Why
Manager Facilities	<ul style="list-style-type: none"> <li>• Escalate issues, receive instructions and provide feedback and updates</li> </ul>
All staff	<ul style="list-style-type: none"> <li>• Facilities issues in Legal Aid NSW sites</li> </ul>

### External

Who	Why
Property NSW and affiliated service providers	<ul style="list-style-type: none"> <li>• Stakeholder engagement</li> </ul>

## Role dimensions

### Decision making

The role operates with autonomy in respect to their day to day work priorities and the coordination of work and resources to meet facilities team delivery objectives and collaborate closely with the Manager Facilities and Legal Aid NSW staff and stakeholders. This role provides leadership and supervision to direct reports.

### Reporting line

Manager Facilities

### Direct reports

4 x Facilities Officers  
1 x Facilities Support Officer

### Budget/Expenditure

Nil

## Essential requirements

- Demonstrated Facilities knowledge and experience;
- Demonstrated team leadership experience in a Facilities customer service environment;
- Ability to quickly acquire knowledge of Legal Aid NSW's guidelines and requirements;
- Driver's license
- Fully vaccinated against COVID-19 prior to commencing in role.

## 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.

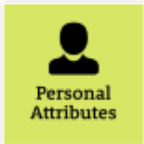
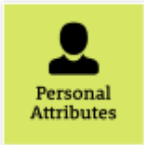
The capabilities are separated into focus capabilities and complementary capabilities

## 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
	<b>Act with Integrity</b> Be ethical and professional, and uphold and promote the public sector values	<ul style="list-style-type: none"> <li>• Represent the organisation in an honest, ethical and professional way and encourage others to do so</li> <li>• Act professionally and support a culture of integrity</li> <li>• Identify and explain ethical issues and set an example for others to follow</li> <li>• Ensure that others are aware of and understand the legislation and policy framework within which they operate</li> <li>• Act to prevent and report misconduct and illegal and inappropriate behaviour</li> </ul>	Adept
	<b>Manage Self</b> Show drive and motivation, an ability to self-reflect and a commitment to learning	<ul style="list-style-type: none"> <li>• Adapt existing skills to new situations</li> <li>• Show commitment to achieving work goals</li> <li>• Show awareness of own strengths and areas for growth, and develop and apply new skills</li> <li>• Seek feedback from colleagues and stakeholders</li> <li>• Stay motivated when tasks become difficult</li> </ul>	Intermediate



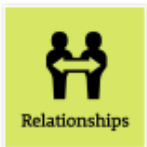
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### **Commit to Customer Service**

Provide customer-focused services in line with public sector and organisational objectives

- Take responsibility for delivering high-quality customer-focused services
- Design processes and policies based on the customer's point of view and needs
- Understand and measure what is important to customers
- Use data and information to monitor and improve customer service delivery
- Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers
- Maintain relationships with key customers in area of expertise
- Connect and collaborate with relevant customers within the community

Adept



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### **Work Collaboratively**

Collaborate with others and value their contribution

- Build a supportive and cooperative team environment
- Share information and learning across teams
- Acknowledge outcomes that were achieved by effective collaboration
- Engage other teams and units to share information and jointly solve issues and problems
- Support others in challenging situations
- Use collaboration tools, including digital technologies, to work with others

Intermediate



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### **Deliver Results**

Achieve results through the efficient use of resources and a commitment to quality outcomes

- 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
- 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

Intermediate



### Plan and Prioritise

Plan to achieve priority outcomes and respond flexibly to changing circumstances

- Understand the team and unit objectives and align operational activities accordingly
- Initiate and develop team goals and plans, and use feedback to inform future planning
- Respond proactively to changing circumstances and adjust plans and schedules when necessary
- Consider the implications of immediate and longer-term organisational issues and how these might affect the achievement of team and unit goals
- Accommodate and respond with initiative to changing priorities and operating environments

Intermediate



### Technology

Understand and use available technologies to maximise efficiencies and effectiveness

- Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks
- Use available technology to improve individual performance and effectiveness
- Make effective use of records, information and knowledge management functions and systems
- Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies

Intermediate



### Manage and Develop People

Engage and motivate staff, and develop capability and potential in others









- 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

## 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.

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	Foundational
 Personal Attributes	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
 Relationships	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Intermediate
 Relationships	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
 Results	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Intermediate
 Results	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Intermediate
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
 Business Enablers	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational
 Business Enablers	Project Management	Understand and apply effective planning, coordination and control methods	Foundational
 People Management	Inspire Direction and Purpose	Communicate goals, priorities and vision, and recognise achievements	Intermediate
 People Management	Optimise Business Outcomes	Manage people and resources effectively to achieve public value	Foundational
 People Management	Manage Reform and Change	Support, promote and champion change, and assist others to engage with change	Foundational