

Role Description

Building & Facilities Lead



Cluster	Department of Enterprise, Investment & Trade
Agency	Museums of History NSW (MHNSW)
Division/Branch/Unit	Corporate Services Division Capital Program Delivery Team
Location	Sydney
Classification/Grade/Band	Clerk Grade 9/10
Role Number	BUF009
ANZSCO Code	312911
PCAT Code	1132292
Date of Approval	3 May 2024
Agency Website	www.mhnsw.au

Agency overview

Museums of History NSW (MHNSW) is an executive agency within the NSW Department of Enterprise, Investment and Trade and reports to the NSW Minister for the Arts. MHNSW is administered under the Museums of History NSW Act 2022.

MHNSW brings together the museums, historic houses, and associated collections previously in the care of Sydney Living Museums with the vast collection of more than 13 million items held by the NSW State Archives. This includes one of the world's most complete and important collections documenting colonisation.

Providing greater access to and understanding of our state's rich and varied histories, stories and cultures is paramount to MHNSW with truth-telling and respect at the core of our approach. With a formidable asset base worth \$1.6 billion, we are focused on growing, managing, preserving, and providing public access to the State Archives Collection and the objects, materials, buildings, places and stories that shape the historical, social, political and cultural identity of NSW.

MHNSW also operates commercial services that contribute significantly to the organisation's sustainability, including retail, food and beverage, venue hire, commercial records storage, records management, digitisation, and consultancy services.

Primary purpose of the role

Manage the planning, prioritisation and implementation of planned and reactive building and facilities maintenance across all MHNSW properties to ensure building standards, specifications, heritage requirements, security and workplace health and safety standards are met at each site.

Key accountabilities

- Plan, prioritise, schedule and oversee the successful execution of both programmed maintenance and reactive requirements, security measures and cleaning program to facilitate operations while ensuring heritage values are protected in accordance with MHNSW's policies and procedures.
- Implement and maintain the Asset Management System (Hexagon EAM) to ensure appropriate use of the system and accurate recordkeeping.
- Manage the ongoing development of strategic asset management, maintenance, security and facilities plans for MHNSW to enable both the development of capital and recurrent funding bids as well as the identification of ongoing efficiency savings.
- Manage and oversee the implementation of the planned maintenance contracts required to maintain all site assets to ensure continuous business operations with minimal disruption.
- Provide high quality analysis, reports and interpretations to inform strategic and operational decision making around planned and reactive maintenance and the operation of facilities and systems for MHNSW sites.
- Monitor site maintenance and buildings works to ensure they are managed professionally, all works are in keeping with the Conversation Management plans and the work of contractors is properly supervised.
- Manage and maintain key registers, access systems, corresponding authorisation documentation and provide and remove access to restricted areas to ensure the security of sites and safety of staff and visitors.
- Record data and information relating to registers, records of breaches and other incidents in the agency's record keeping system to maintain accurate documentation that is easily accessible for reporting and review.

Key challenges

- Determining the appropriate building techniques and maintenance solutions in accordance with MHNSW conservation policies, for a variety of 19th, 20th and 21st century structures to ensure solutions are in accordance with building standards, specifications, heritage requirements and workplace health and safety requirements.
- Developing and maintaining an understanding of the technical issues associated with the maintenance, facilities and security of historic buildings, their materials and construction, to identify emerging concerns and risks, and knowing when to seek specialist technical advice from other key staff or external providers.
- Managing multiple projects across a diverse range of properties in consideration with operational and heritage constraints to allow continuing access to the sites as functioning visitor attractions.

Key relationships

Who	Why
Internal	
Head of Capital Program Delivery	<ul style="list-style-type: none"> • Seek endorsement of annual plans and budgets for the maintenance and capital works within MHSNW. • Communicate information related to performance against budget and potential variations which may have impact on budgeting or budget performance. • Provide support with a high standard of preparation and presentation of the Portfolio sites for activities including museum operations, venue hire, internal and external events, public programs, education and maintenance work. • Contribute to MHNSW-wide issues and share specialised knowledge. • Provides regular analysis, reports, information and briefings on specific capital projects, new initiatives, emerging issues and other matters as requested.
Director, Corporate Services	<ul style="list-style-type: none"> • Provides regular analysis, reports, information and briefings on specific capital projects, new initiatives, emerging issues and other matters as requested.
Head of Heritage	<ul style="list-style-type: none"> • Collaborate to ensure safe, efficient and compliant building operations. • Develop effective cross-departmental working relationships. • Feed into the Capital maintenance projects throughout the project life-cycle to ensure they are delivered safely, on time and on budget to agreed quality standards. • Liaise with regarding construction techniques, materials and conservation methods
Building & Facilities Team	<ul style="list-style-type: none"> • Provide leadership, guidance and support to direct reports and wider building and facilities team. • Set performance requirements and manage performance and development. • Conduct periodic reviews of access registers to ensure access is appropriately restricted to current staff and consultants/contractors. • Provide direction and oversee maintenance and facilities programs, including as cleaning, utilities and security.
MHNSW staff	<ul style="list-style-type: none"> • Liaise with to plan and schedule maintenance and capital works with minimal impact on normal ongoing operations. • Provide leadership and technical guidance, as a member of the Assets management team, and setting performance expectations for staff to ensure alignment with Portfolio, Corporate & Commercial Division, Strategy & Engagement Division and MHNSW's overall objectives and targets.
WHS Coordinator	<ul style="list-style-type: none"> • Collaborate with to ensure safe, efficient and complaint building operations. • Liaise with in relation to any hazards and risks.
External	
Industry peers	<ul style="list-style-type: none"> • Establish effective networks with other public sector and broader industry peers accountable for heritage and historic site conservation to enable sharing of insights, monitor industry trends, maintain

Who	Why
	currency, and collaborate on common responses to emerging and future issues.
External Service Providers (contractors, trades and services)	<ul style="list-style-type: none"> • Manage maintenance of the facilities at MHNSW sites. • Supervise and ensure that programmed works are appropriately completed. • Lead and manage Building & Facilities personnel when on site, including cleaning contractors.
Security monitoring firms	<ul style="list-style-type: none"> • Communicate with on relevant matters and update details of after-hours worker access. • Lead and manage Building & Facilities personnel when on site.

Role dimensions

Decision making

This role:

- Takes active ownership of own work.
- Develops strategic plans, priorities and targets for endorsement by the agency.
- Makes independent day to day operational management decisions relating to work priorities, work techniques and workload management for Building and Facilities staff.
- Allocates work to supervised staff member and monitors progress.
- Consults with supervisor on issues with the potential to escalate or create precedent.
- Refers to supervisor for decisions that require change or fall outside standard guidelines and practice.
- Provides high quality business management analysis and advice to the MHNSW Executive and senior managers across the organisation, which is relied upon in decision making processes.
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- Maintains efficient lines of communication.
- Works within project timelines, budgets and briefings set by the supervisor.

Reporting line

This role reports to the Head of Capital Program Delivery.

Direct reports

The following roles report directly to the Building & Facilities Lead:

- Building & Facilities Coordinator x 2
- Building & Facilities Manager x 1
- Fleet & Facilities Coordinator

The role is responsible for a total staff of 12.

Budget/Expenditure

Recurrent Expenditure:	\$430,000
Capital Program:	Project Based
Total Budget:	\$430,000 + projects

Essential requirements

- Tertiary qualifications in building trades/building maintenance or commensurate experience.
- Formal training in Asset Management.

- Extensive working knowledge of mechanical and electrical building services.
- Extensive working knowledge and training in workplace health and safety, building codes, electrical, mechanical, water, hydraulic and security systems.
- Experience in managing Mini Minor Works and MW21 Contracts from [BuyNSW](#).
- Experience working in heritage or museum organisations with an understanding of heritage buildings and museum environments.
- Extensive experience managing maintenance contracts.
- Current NSW driver's licence.
- A medical assessment is required for this role consisting of a general health check, hearing and if required a spirometry test.
- Willingness to work across and ability to travel to multiple work locations.



Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at www.psc.nsw.gov.au/capabilityframework

Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework

Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Intermediate
	Act with Integrity	Adept
	Manage Self	Intermediate
	Value Diversity	Intermediate
 Relationships	Communicate Effectively	Adept
	Commit to Customer Service	Intermediate
	Work Collaboratively	Adept
	Influence and Negotiate	Intermediate
 Results	Deliver Results	Adept
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Adept
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Intermediate
	Technology	Intermediate
	Procurement and Contract Management	Intermediate
	Project Management	Adept
 People Management	Manage and Develop People	Foundational
	Inspire Direction and Purpose	Foundational
	Optimise Business Outcomes	Intermediate
	Manage Reform and Change	Foundational

Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioral indicators provide examples of the types of behaviors that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Personal Attributes Manage Self	Adept	<ul style="list-style-type: none"> 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 a high level of personal motivation
Relationships Work Collaboratively	Adept	<ul style="list-style-type: none"> Encourage a culture of recognising the value of collaboration Build co-operation and overcome barriers to information sharing and communication across teams/units

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> • Share lessons learned across teams/units • Identify opportunities to work collaboratively with other teams/units to solve issues and develop better processes and approaches to work
Results Plan and Prioritise	Intermediate	<ul style="list-style-type: none"> • Understand the team/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 impact on the achievement of team/unit goals • Accommodate and respond with initiative to changing priorities and operating environments
Results Think and Solve Problems	Adept	<ul style="list-style-type: none"> • Research and analyse information, identify interrelationships and make recommendations based on relevant evidence • Anticipate, identify and address issues and potential problems and select the most effective solutions from a range of options • Participate in and contribute to team/unit initiatives to resolve common issues or barriers to effectiveness • Identify and share business process improvements to enhance effectiveness
Business Enablers Project Management	Adept	<ul style="list-style-type: none"> • Prepare clear project proposals and define scope and goals in measurable terms • Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements • Prepare accurate estimates of costs and resources required for more complex projects • Communicate the project strategy and its expected benefits to others • Monitor the completion of project milestones against goals and initiate amendments where necessary • Evaluate progress and identify improvements to inform future projects
People Management Optimise Business Outcomes	Intermediate	<ul style="list-style-type: none"> • Develop team/unit plans that take into account team capability and strengths • Plan and monitor resource allocation effectively to achieve team/unit objectives • Ensure team members work with a good understanding of business principles as they apply to the public sector context • Participate in wider organisational workforce planning to ensure the availability of capable resources