

Role Description

Facilities Contracts Manager



Cluster	NSW Department of Premier and Cabinet
Agency	Australian Museum
Division/Branch/Unit	Corporate Resources/Physical Infrastructure
Location	Sydney CBD
Classification/Grade/Band	Clerk Grade 7/8
Kind of Employment	Ongoing
ANZSCO Code	599916
Role Number	51002641
PCAT Code	2221522
Date of Approval	June 2021
Agency Website	https://australian.museum/

Overview

The Australian Museum (AM) operates within the NSW Department of Premier and Cabinet, is the first museum in Australia and was founded in 1827. The AM provides access, engagement and scientific research to increase our understanding of natural history and culture, particularly of the Australasian region. The AM holds more than 21 million objects of biological, geological and cultural collections and develops programs, exhibitions and school and community education initiatives onsite, online and offsite.

The AM mission is: *To ignite wonder, inspire debate and drive change.*

The AM vision is: *To be a leading voice for the richness of life, the Earth and culture in Australia and the Pacific. We commit to transform the conversation around climate change, the environment and wildlife conservation; be a strong advocate for First Nations' culture; and continue to develop world-leading science, collections, exhibitions and education programs.*

For more information, visit the [website](https://australian.museum/).

Primary purpose of the role

Provide support to the Senior Manager, Physical Infrastructure in co-ordinating and delivering a diverse range of facilities and contract management services for the Australian Museum that comply with all codes and regulations, meet service requirements, provide value for money and ensure a safe and secure work environment for all building occupants and visitors.

Key accountabilities

- Plan, coordinate and deliver a diverse range of facility refurbishments/upgrades and building services and accommodation/relocation related projects to maintain continuity of Museum operations, minimise disruption to organisational activities and continually improve the sustainability of building operations

- Inspect and assess all elements of building services on a regular basis, identify hazards and manage the regular maintenance and rectification of problems to ensure the safety of the site, compliance with Workplace Health and Safety (WH&S) and other regulatory and policy requirements.
- Support the Senior Manager, Physical Infrastructure in the delivery of complex maintenance or refurbishment projects as directed. Undertake a range of minor building refurbishment projects including staff re-locations to meet client and operational requirements in line with agreed project delivery standards, as directed.
- Administer building services, review and approve contractor work plans and maintenance contracts to provide routine and emergency breakdown repair management for all site services, including developing and maintaining cooperative and productive working relationships, to ensure high levels of service provision, compliance with contract conditions and to resolve issues in a timely manner.
- Manage the procurement of service delivery contracts including Requests for Tender (RFT) processes in accordance with NSW government procurement procedures and probity principles to support the day-to-day operations of the Museum for building services and maintenance.
- Assist with asset life cycle scoping to underpin the effective planning of maintenance activities, including heritage requirements. Systematically maintain asset records, ensuring that they are securely filed and accessible, especially records relating to hazardous materials, major plant and equipment, project plans and drawings and major incidents.
- Develop and maintain cooperative and productive working relationships with key internal and external stakeholders and negotiate, liaise and report on project related progress and issues in a timely manner.
- Provide advice and information to stakeholders on emerging everyday and project issues to support delivery of services in line with established plans, budgets, timeframes, policy objectives and other project and priorities.

Key challenges

- Managing projects across a heritage listed site in a high-profile Sydney CBD location. This requires an understanding of, and the ability to, apply heritage management frameworks to ensure all capital works are sympathetic to existing buildings and materials and take into account any heritage limitations. The ability to determine when to seek expert heritage advice and counsel is a frequent aspect of this role.
- Providing high levels of customer service and availability of building facilities while projects and maintenance are undertaken in a safe and least disruptive manner.
- Co-ordinating a large number of service contractors which are essential to the day-to-day operation of the AM, and resolving supplier and contractor issues in a timely and cost-effective manner.

Key relationships

Who	Why
Internal	
Senior Manager, Physical Infrastructure	<p>Provide feedback, information and formal reporting to ensure all work and programs are on track and properly resourced.</p> <p>Provide clear and effective communication of building and maintenance issues, advise of outcomes and respond to instructions received.</p> <p>Work with the Senior Manager to negotiate effectively with stakeholders across the AM to resolve issues and facilitate agreement and cooperation on direction.</p>
AM managers and employees	Respond to inquiries and communicate with staff at all levels across the AM to seek information and provide advice.

Who	Why
	<p>Consult with stakeholders to disseminate information and obtain input and participation to ensure effective and timely completion and sequencing of projects in consideration of other Museum activities.</p> <p>Inform, consult with, and advise across the AM on a regular basis to ensure that work is planned, understood and proceed with minimal disruption to services and visitors.</p>
External	
External contactors, suppliers and stakeholders who supply facilities and building services	<p>Liaise as required with other government agencies, local government and Museum 'neighbours' to keep up to date with developments, respond to enquiries, and to liaise with and negotiate on activities, which affect or are affected by these parties.</p> <p>Work closely with a wide range of contractors and suppliers to ensure that activities and projects are achieved on time and on budget with minimum disruption.</p> <p>Assist in monitoring the provision of services and provides feedback to contractors and suppliers to ensure agreed service agreement levels are maintained.</p> <p>Provide information and advice on buildings and facilities to ensure projects can be undertaken effectively and efficiently.</p>

Role dimensions

Decision making

The role works in consultation with the Senior Manager, Physical Infrastructure in determining short to medium term priorities in accordance with the overall work plan.

Makes recommendations and reports to the Senior Manager on all aspects of building operations, maintenance and contract management including recommending system, process and contract improvements.

Applies discretion and provides suggestions about how to respond to issues as they arise with the more complex and/or contentious matters referred to and discussed with the Senior Manager before acting or responding.

Reporting line

The role reports directly to the Senior Manager along with 2 other Facilities Contracts Managers.

Direct reports

Nil

Budget/Expenditure

N/A

The role holder is compensated with an on-call allowance as the role is considered necessary to remedy an emergency situation outside of ordinary and rostered working hours. The role holder is required to ensure they will be available to attend at the premises whenever called upon and must respond to any call and should be rostered on call after hours.

Essential requirements

- Tertiary qualifications in a relevant discipline and/or equivalent industry experience.

Experience and Knowledge

- Experience in providing support in a facilities and building services environment with an understanding of air conditioning and electrical systems and associated computerised control systems, with an emphasis on buildings, which have a heritage component and are multi-use public facilities.
- Project planning, management and delivery skills and experience with contract management in a building services context, with a particular focus on general maintenance or multi-disciplinary activities.
- Knowledge and understanding of the application of guidelines, Work Health and Safety (WH&S) legislation and regulations; NSW government procurement and tendering processes; and building services and infrastructure, including building codes and standards.
- Adequate knowledge and experience in order to deliver the Key Accountabilities and perform to the Focus Capabilities outlined in this Role Description.
- Knowledge of mainpac or similar asset management software is an advantage. |

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.

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
	Manage Self	<ul style="list-style-type: none">• Keep up to date with relevant contemporary knowledge and practices	Adept

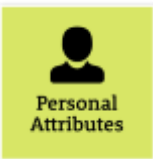

	<p>Show drive and motivation, an ability to self-reflect and a commitment to learning</p>	<ul style="list-style-type: none"> • Look for and take advantage of opportunities to learn new skills and develop strengths • Show commitment to achieving challenging goals • Examine and reflect on own performance • Seek and respond positively to constructive feedback and guidance • Demonstrate and maintain a high level of personal motivation 	
 <p>Relationships</p>	<p>Commit to Customer Service</p> <p>Provide customer-focused services in line with public sector and organisational objectives</p>	<ul style="list-style-type: none"> • 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
	<p>Work Collaboratively</p> <p>Collaborate with others and value their contribution</p>	<ul style="list-style-type: none"> • 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
 <p>Results</p>	<p>Deliver Results</p> <p>Achieve results through the efficient use of resources and a commitment to quality outcomes</p>	<ul style="list-style-type: none"> • Use own and others' expertise to achieve outcomes, and take responsibility for delivering intended outcomes • Make sure staff understand expected goals and acknowledge staff success in achieving these • Identify resource needs and ensure goals are achieved within set budgets and deadlines • Use business data to evaluate outcomes and inform continuous improvement • Identify priorities that need to change and ensure the allocation of resources meets new business needs 	Adept

	Project Management Understand and apply effective planning, coordination and control methods	<ul style="list-style-type: none"> Ensure that the financial implications of changed priorities are explicit and budgeted for 	Intermediate
		<ul style="list-style-type: none"> Perform basic research and analysis to inform and support the achievement of project deliverables Contribute to developing project documentation and resource estimates Contribute to reviews of progress, outcomes and future improvements Identify and escalate possible variances from project plans 	

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
	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Intermediate
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	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
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	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	Foundational



Procurement and Contract Management

Understand and apply procurement processes to ensure effective purchasing and contract performance

Intermediate