

Role Description

Facilities Management Officer

Agency	NSW Department of Education
Division/Branch/Unit	School Infrastructure NSW/Asset Management/Operations
Location	259 George Street, Sydney
Classification/Grade/Band	Clerk Grade 9/10
Role Number	217993
ANZSCO Code	224999
PCAT Code	2112292
Date of Approval	October 2019
Agency Website	education.nsw.gov.au schoolinfrastructure.nsw.gov.au

Agency overview

The NSW Department of Education serves the community by leading the provision of world-class education. The department protects young children by regulating preschool and long day care providers. Once children move into school, we provide them with a world-class primary and secondary education. We also work to advance the wellbeing of Aboriginal people.

School Infrastructure NSW (SINSW) is delivering new school buildings, major upgrades and maintenance strategies to ensure every school-aged child has access to high quality education facilities at their local public school. This encompasses the largest investment in public education infrastructure in the history of NSW.

Primary purpose of the role

Oversee the operational implementation of effective, efficient and quality maintenance and cleaning services to ensure that SINSW educational facilities are safe, clean and fit for use.

Key accountabilities

- Develop and implement facilities management strategies, plans, systems and programs, including budgets, to ensure the delivery of quality, efficient, safe and cost effective building and facilities management services.
- Implement maintenance and cleaning plans, programs and systems to ensure that the Department's educational facilities are appropriately maintained, cleaned and safe for use.
- Evaluate the effectiveness of the facilities management strategies, operations and work programs by reviewing and evaluating performance of maintenance and cleaning contracts and contractors;
- Monitoring and reporting progress towards meeting department and government facilities management requirements; and benchmarking the cost, quality and effectiveness against other jurisdictions and industry standards and identifying areas for improvement.

- Establish and manage collaborative working relationships with team members and stakeholders, including managing the interface with facilities management contractors and service providers, to foster collaboration and cooperation across facilities management services.
- Undertake research to identify and review new asset management and facilities management technologies and systems, including building management systems, cleaning operations, equipment testing and inspections, and reactive and planned maintenance, to ensure best practice in all areas and functions associated with facilities services.
- Engage and liaise with Asset Management Units (AMU's), school principals, and Public Works Advisory, to ensure the effective implementation and monitoring of maintenance and cleaning contracts to the required standard.
- Develop, review and update maintenance and cleaning procedures manuals and deliver training programs to facilitate the successful implementation and administration of maintenance and cleaning contracts.

Key challenges

- Ensuring that the unit and its policies, procedures and systems are responsive to changing work practices, technological advances and changes in relevant statutory requirements and analysing the implications for operations.
- Consulting with diverse groups of stakeholders to foster productive business relationships to deliver on agreed facilities management outcomes.
- Operating with a minimum level of supervision in an environment characterised by competing priorities, tight deadlines and legislative frameworks.

Key relationships

Who	Why
Internal	
Manager, Maintenance & Cleaning	<ul style="list-style-type: none"> • Provide advice to the Manager, Maintenance & Cleaning on the management of DoE facilities maintenance contracts, including the review and evaluation of outcomes and strategies for change/improvement.
Facilities Management unit staff	<ul style="list-style-type: none"> • Work collaboratively with staff in the Facilities Management unit.
Asset Management Directors/Unit Directors and staff	<ul style="list-style-type: none"> • Work collaboratively and maintain effective working relationships.
School Principal representatives	<ul style="list-style-type: none"> • Maintain a strong customer-focused service to ensure school staff are aware of the extent of services available.
External	
Facilities management contractors & Public Works Advisory	<ul style="list-style-type: none"> • Develop and maintain effective and collaborative working relationships with relevant facilities management contractors and Public Works Advisory management staff to ensure the Department's requirements for facilities management is provided in an efficient and effective manner.

Role dimensions

Decision making

In accordance with legislation and department policy, and the plans and priorities of SINSW, this role:

- Assists with planning and management of facilities management contracts that are utilised to clean and maintain NSW school facilities; and
- Works collaboratively in performing core work functions and applies specialised knowledge, skills and professional judgement to achieve outcomes.

Reporting line

This role reports to the Manager, Maintenance & Cleaning.

Direct reports

Nil.

Budget/Expenditure

TBA.

Essential requirements

Relevant tertiary qualifications and/or equivalent workplace experience in engineering, facilities management, building services, or a related field.

Knowledge of and commitment to the department's Aboriginal education policies.

Knowledge of and a commitment to the department's Work Health and Safety (WH&S) Policy.

Sound understanding of infrastructure in the context of SINSW's services, client base and stakeholders.





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	Adept
	Act with Integrity	Adept
	Manage Self	Advanced
	Value Diversity	Intermediate
 Relationships	Communicate Effectively	Adept
	Commit to Customer Service	Intermediate
	Work Collaboratively	Adept
	Influence and Negotiate	Advanced
 Results	Deliver Results	Adept
	Plan and Prioritise	Adept
	Think and Solve Problems	Adept
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Intermediate
	Technology	Intermediate
	Procurement and Contract Management	Intermediate
	Project Management	Adept

Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours 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	Advanced	<ul style="list-style-type: none"> Act as a professional role model for colleagues, set high personal goals and take pride in their achievement Actively seek, reflect and act on feedback on own performance Translate negative feedback into an opportunity to improve Maintain a high level of personal motivation Take the initiative and act in a decisive way
Relationships Communicate Effectively	Adept	<ul style="list-style-type: none"> Tailor communication to the audience Clearly explain complex concepts and arguments to individuals and groups Monitor own and others' non-verbal cues and adapt where necessary

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> • Create opportunities for others to be heard • Actively listen to others and clarify own understanding • Write fluently in a range of styles and formats
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 • 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
Relationships Influence and Negotiate	Advanced	<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 • 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 • Pre-empt and minimise conflict within the organisation and with external stakeholders
Results Plan and Prioritise	Adept	<ul style="list-style-type: none"> • Take into account future aims and goals of the team/unit and organisation when prioritising own and others' work • Initiate, prioritise, consult on and develop team/unit goals, strategies and plans • Anticipate and assess the impact of changes, such as government policy/economic conditions, on team/unit objectives and initiate appropriate responses • Ensure current work plans and activities support and are consistent with organisational change initiatives • Evaluate achievements and adjust future plans accordingly
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 option • 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

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none">• 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