

Role Description

Project Manager – Building Services



Cluster	Department of Premier and Cabinet
Division/Branch/Unit	Sydney Opera House
Location	Sydney CBD
Classification/Grade/Band	
Kind of Employment	Enterprise Agreement
ANZSCO Code	133111
PCAT Code	2112292
Role Number	
Date of Approval	March 2021
Agency Website	http://www.sydneyoperahouse.com

AGENCY OVERVIEW

The Sydney Opera House is an Executive Agency of the NSW Department of Premier and Cabinet. The Opera House is operated and maintained for the Government of NSW by the Sydney Opera House Trust, which is constituted as a body corporate under the Sydney Opera House Trust Act 1961.

The Sydney Opera House is an iconic Australian institution that embodies beauty, inspiration and the liberating power of art and ideas.

Our vision is to be as bold and inspiring as the Opera House itself.

Our mission is twofold:

- To treasure and renew the Opera House for future generations of artists, audiences and visitors; and
- To inspire, and strengthen the community, through everything we do.

PURPOSE OF THE ROLE

The Sydney Opera House has a dedicated project management team responsible for managing Building Infrastructure projects involving complex maintenance replacements and upgrades, to support the ongoing and efficient delivery of services. The team includes project managers with specialist expertise in one or more building services such as:

1. Fire safety and protection systems;
2. HVAC and other mechanical systems; and
3. Electrical, lighting, telecommunications and data systems.

Each position is responsible for the design, development and management of Building Infrastructure projects included in the Strategic Asset Maintenance program, and the development of project delivery procedures, standards and documentation within the Building Services Group. The position must also provide expert advice to Building Services Infrastructure Manager on matters related to Building Services including strategy, management and compliance.

This position supports the Building Services Infrastructure Manager in the management and coordination of various building services. This position manages a range of projects through the design, development, construction and commissioning stages ensuring delivery in accordance with overall Sydney Opera House and Government requirements.

KEY ACCOUNTABILITIES

- Provide a turnkey project management service in relation to Building Services projects to be delivered across the Opera House under the direction of the Building Services Infrastructure Manager.
- Ensure consistency in project delivery across the Building Services Group and at an individual level.
- Ensure that consultants are properly briefed and managed, given the range of stakeholders, statutory obligations, competing expectations and issues of timing and resource availability.
- Manage the projects in line with relevant requirements such as statutory approvals / exemptions and the Conservation Management Plan
- Provide contract development, tender review and consultant/contractor engagement processes in line with NSW procurement guidelines.

- Provide expert and technical advice on repair and maintenance services for one or more of the Building Services along with interpreting and complying with various codes and standards.
- Work with the Building Services Infrastructure Manager to deliver assigned projects and to ensure that the projects are completed in a timely fashion given the indirect nature of control, severe restrictions on access, range of internal and external stakeholder expectations and resource availability.
- Provide relevant information to assist with communicating with key stakeholders at the house in relation to the delivery of projects to ensure total awareness of the status of the project and how it may affect occupants.

KEY CHALLENGES

- React to situations as they arise and in a timely manner that have resulted from the project work and that may cause unforeseen issues with surrounding areas or impact on, (or likely to impact on) performances, rehearsals, functions or general operations.
- Guide the delivery of projects across the house to achieve SOH objectives, given the technical difficulty posed by new regulations, lack of documentation and similar structures, changing legislative requirements (including BCA), ageing building, the need to integrate emerging technologies and the financial, operational and time restrictions that apply.
- Deliver projects in a unique and challenging operational environment balancing issues such as operational criticality, limitations in venue access, 24 hour operations, the diversity of projects, public visibility issues, and the intensity of operations on site.

KEY RELATIONSHIPS

WHO	WHY
Internal	
Building Services Infrastructure Manager	To provide advice/receive direction on the planning, implementation and performance of complex projects, to provide advice and collaborate on the identification of complex projects and the integration of overall portfolio projects.
Building Operations Contract Managers & Building Operations Supervisors	To coordinate the development and delivery of projects with the Building Operations team that is responsible for BAU operations, preventative reactive, corrective maintenance, and minor works which are not designated as projects.
Asset Planning and Information Team	To provide input into asset management strategies and plans for Building Services.
Capital Works Team	To coordinate development and delivery of building services projects with major capital works
Contract Administrators	To provide input into contract development, tender review and consultant/contractor engagement processes.
External	
Contractors/Service Providers	To brief and manage the planning and delivery of services.
SOH Departments, Production Services, Major Presenters, Business Partners	To discuss/clarify projects, work and project definition requirements, asset, service, maintenance and/or functional needs; for strategic project/problem resolution.
Key Stakeholders	To communicate in relation to the delivery of projects to ensure total awareness of the status of the project and how it may affect occupants; differing levels of information are required depending on the stakeholder or area concerned.

ROLE DIMENSIONS

Decision Making

The position is accountable for the planning and implementation of Build Services projects in order to ensure that the Building Services within the Sydney Opera House are compliant, safe and fit for purpose.

Reporting Line

Building Services Infrastructure Manager

Direct Reports

Nil, although Project Managers will be responsible for coordinating the efforts of project team members including project coordinators, contract administrators, consultants and contractors.

ESSENTIAL REQUIREMENTS





- Tertiary qualifications in an Engineering field/project management.
- Demonstrated experience in Building Services, including experience in compliance and risk management and ability to interpret current federal, state and local regulations, codes, and standards in relation to Building Services.
- Minimum 5 years previous project management and delivery skills on Building Services projects, including planning, budgeting, coordinating work priorities, cost control, communication, stakeholder management, coordinate concept design and development, detailed design documentation, tendering, leading project teams, construction management and contract management.
- Experience and specialist technical skills and knowledge in an engineering environment, with knowledge and experience of relevant building statutes and regulations (including BCA/DDA/WH&S legislation), generalist technical and contractor management.
- Project definition skills and ability with an understanding of specification and contract preparation/administration.
- Substantial relationship management ability/experience, including with consultants/contractors with strong diplomacy, consultant/contractor management and interpersonal and influencing skills and experience.
- Strong interpersonal, influencing, coaching and mentoring skills and ability.
- Strong problem solving and analytical skills and negotiation and conflict resolution skills.
- Strong communication skills including report writing and presentation skills/experience. Information management and documentation skills and experience.

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

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 Display Resilience and Courage	Adept	<ul style="list-style-type: none"> • Be flexible, show initiative and respond quickly when situations change • Give frank and honest feedback/advice • Listen when ideas are challenged, seek to understand the nature of the criticism and respond constructively • Raise and work through challenging issues and seek alternatives • Keep control of own emotions and stay calm under pressure and in challenging situations
Personal Attributes Act with Integrity	Intermediate	<ul style="list-style-type: none"> • Represent the organisation in an honest, ethical and professional way • Support a culture of integrity and professionalism • Understand and follow legislation, rules, policies, guidelines and codes of conduct • Help others to understand their obligations to comply with legislation, rules, policies, guidelines and codes of conduct • Recognise and report misconduct, illegal or inappropriate behaviour • Report and manage apparent conflicts of interest
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 • 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 Commit to Customer Service	Intermediate	<ul style="list-style-type: none"> • Support a culture of quality customer service in the organisation • Demonstrate a thorough knowledge of the services provided and relay to customers • Identify and respond quickly to customer needs • Consider customer service requirements and develop solutions to meet needs • Resolve complex customer issues and needs • Co-operate across work areas to improve outcomes for customers
Results Deliver Results	Advanced	<ul style="list-style-type: none"> • Drive a culture of achievement and acknowledge input of others • 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 output of business unit to ensure government outcomes are achieved within budget • Progress organisational priorities and ensure effective acquisition and use of resources <p>Seek and apply the expertise of key individuals to achieve organisational outcomes</p>
Results Demonstrate Accountability	Intermediate	<ul style="list-style-type: none"> • Take responsibility and be accountable for own actions • Understand delegations and act within authority levels • Identify and follow safe work practices, and be vigilant about their application by self and others • Be alert to risks that might impact the completion of an activity and escalate these when identified

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Business Enablers Project Management	Advanced	<ul style="list-style-type: none">• Use financial and other resources responsibly• Prepare scope and business cases for more ambiguous or complex projects including cost and resource impacts• Access key subject-matter experts' knowledge to inform project plans and directions• Implement effective stakeholder engagement and communications strategy for all stages of projects• Monitor the completion of projects and implement effective and rigorous project evaluation methodologies to inform future planning• Develop effective strategies to remedy variances from project plans, and minimise impacts• Manage transitions between project stages and ensure that changes are consistent with organisational goals