

# Role Description

## Precinct Coordinator



Cluster	Creative Industries, Tourism & Sport
Department/Agency	Corporate Resources
Division/Branch/Unit	Facilities and Asset Management
Location	All sites
Classification/Grade/Band	Clerk 7/8
ANZSCO Code	599916
PCAT Code	1232492
Date of Approval	August 2024
Agency Website	powerhouse.com.au

### Agency Overview

The Powerhouse Museum sits at the intersection of the arts, design, science and technology. It plays a critical role in engaging communities with contemporary ideas and issues. Established in 1881, the museum includes Powerhouse Ultimo, Sydney Observatory, and Powerhouse Castle Hill and will expand to include Powerhouse Parramatta. The Museum is the custodian of over half a million objects of national and international significance and is considered one of Australia's finest and most diverse collections.

The Powerhouse is undertaking a landmark renewal program that includes the creation of Powerhouse Parramatta, the largest cultural infrastructure project since the Sydney Opera House; the expansion of the Museum's Discovery Centre, Castle Hill, which includes expanded storage and new research and public facilities; the renewal of the iconic Powerhouse Museum in Ultimo; and the digitisation of the Powerhouse collection.

### Primary purpose of the role

The role is responsible for day-to-day Facilities Management services at Powerhouse. The role coordinates and oversees service providers, consultants, and contractors and supports the Facilities Engineering and Facilities Services departments to deliver proactive and reactive asset management. The role focuses on all operational facilities activities to ensure that a safe and functional environment is maintained for all stakeholders.

### Key Accountabilities

- Act as the key site interface between the Facilities team and stakeholders, contractors, workforce, and collaborators for all building, commissioning, asset, contract, compliance and logistics requirements.
- Assist the Facilities Services Manager and Facilities Engineering Manager, by overseeing the Powerhouse maintenance programs, building works and capital projects.
- Act as the site contact for contracted services, including cleaning, waste management, and site security and report on quality assurance against service level agreements.
- Oversee daily site operations including traffic management, fleet management, loading dock systems and mobile plant.

- Collaborate across the Powerhouse workforce to resolve operational challenges and oversee the implementation of consistent operational processes, systems and procedures including risk assessments as required.
- Act as a key site contact for neighbours and stakeholders including the interface for any operational integration of Powerhouse with government agencies, departments and other local businesses at each worksite.
- Adhere to all obligations, responsibilities, and legislative requirements under current Work Health & Safety (WH&S) Acts and Regulations, ensuring all areas of program delivery and the visitor experience under supervision are monitored for WHS risks and hazards and are reviewed regularly.

## Key Challenges

- Delivering against a range of Facilities Management and support services deadlines, with limited resources and the need to manage competing priorities.
- Monitoring contract performance effectively, with the ability to escalate and notify on variations to programme and cost expenditures.

## Key relationships

Who		Why
<b>Internal</b>		
Facilities Manager	Services	<ul style="list-style-type: none"> <li>• Provide advice and contribute to decision-making regarding projects and issues</li> <li>• Escalate issues and propose solutions</li> <li>• Receive guidance and provide regular updates on projects, issues and priorities</li> </ul>
Team members		<ul style="list-style-type: none"> <li>• Guide, support, coach and mentor team members</li> <li>• Support team members and work collaboratively to contribute to achieving team outcomes</li> </ul>
Stakeholders		<ul style="list-style-type: none"> <li>• Develop and maintain effective relationships and open channels of communication</li> <li>• Exchange information and respond to enquiries</li> </ul>
<b>External</b>		
Stakeholders		<ul style="list-style-type: none"> <li>• Develop and maintain effective relationships and open channels of communication</li> <li>• Exchange information and respond to enquiries</li> </ul>

## Role dimensions

### Decision making

- Has autonomy and is accountable for the delivery of specific processes related to the site
- Refers to supervisor for decisions that require a change to approach; that is likely to escalate; cause undue risk; create substantial precedent; or are outside of delegation limits
- Plans, leads and organises their work to achieve agreed business objectives and performance criteria

### Reporting line

Facilities Services Manager

## Budget/Expenditure

As per Powerhouse delegations.

## Direct reports

Nil

## Essential requirements

- Experience in a similar role within a property, building/facilities management, or a corporate real estate environment
- Strong time management skills, including the ability to handle multiple tasks and prioritise.
- Excellent interpersonal, written, and oral communication skills.
- Experience using computer-based building maintenance and management systems.
- Excellent financial literacy and IT skills.
- Ability to contribute to exceptional building operations and presentation standards and build trusted relationships with all stakeholders.
- Current Driver's Licence

## 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
 Personal Attributes	<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</li> <li>• Support a culture of integrity and professionalism</li> <li>• Understand and help others to recognise their obligations to comply with legislation, policies, guidelines and codes of conduct</li> <li>• Recognise and report misconduct and illegal and inappropriate behaviour</li> <li>• Report and manage apparent conflicts of interest and encourage others to do so</li> </ul>	Intermediate
 Relationships	<b>Commit to Customer Service</b> Provide customer-focused services in line with public sector and organisational objectives	<ul style="list-style-type: none"> <li>• Focus on providing a positive customer experience</li> <li>• Support a customer-focused culture in the organisation</li> <li>• Demonstrate a thorough knowledge of the services provided and relay this knowledge to customers</li> <li>• Identify and respond quickly to customer needs</li> <li>• Consider customer service requirements and develop solutions to meet needs</li> <li>• Resolve complex customer issues and needs</li> <li>• Cooperate across work areas to improve outcomes for customers</li> </ul>	Intermediate
	<b>Work Collaboratively</b> Collaborate with others and value their contribution	<ul style="list-style-type: none"> <li>• Build a supportive and cooperative team environment</li> <li>• Share information and learning across teams</li> <li>• Acknowledge outcomes that were achieved by effective collaboration</li> <li>• Engage other teams and units to share information and jointly solve issues and problems</li> <li>• Support others in challenging situations</li> <li>• Use collaboration tools, including digital technologies, to work with others</li> </ul>	Intermediate

## FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
 <p>Results</p>	<p><b>Think and Solve Problems</b></p> <p>Think, analyse and consider the broader context to develop practical solutions</p>	<ul style="list-style-type: none"> <li>• Research and apply critical-thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence</li> <li>• Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience</li> <li>• Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience</li> <li>• Seek contributions and ideas from people with diverse backgrounds and experience</li> <li>• Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness</li> <li>• Identify and share business process improvements to enhance effectiveness</li> </ul>	Adept
 <p>Business Enablers</p>	<p><b>Procurement and Contract Management</b></p> <p>Understand and apply procurement processes to ensure effective purchasing and contract performance</p>	<ul style="list-style-type: none"> <li>• Apply legal, policy and organisational guidelines and procedures relating to procurement and contract management</li> <li>• Develop well-written, well-structured procurement documentation that clearly sets out the business requirements</li> <li>• Monitor procurement and contract management processes to ensure they are open, transparent and competitive</li> <li>• Be aware of procurement and contract management risks, and actions to manage or mitigate risk in monitoring contract performance</li> <li>• Evaluate tenders and select providers in an objective and rigorous way, in line with established guidelines and principles</li> <li>• Escalate procurement and contract management issues, where required</li> </ul>	Adept



### Procurement Analysis

Gather and evaluate information on the market, business needs, categories, key suppliers, the supply chain and contextual factors to inform procurement decisions

- Engage with stakeholders to determine business needs and requirements to inform procurement decisions Level 2
- Thoroughly research the key risks, people, market, supplier and timing issues for categories
- Develop basic analysis of spend using simple tools and spreadsheets to identify trends and assess changes in demand
- Undertake basic supply market analysis for straightforward areas of spend with some direction and oversight
- Undertake basic supplier/customer preferencing for straightforward areas of expenditure
- Develop functional specifications to ensure supply options are not limited
- Apply different tools/techniques appropriately in different procurement situations

### Procurement Risk Management






Identify, assess and mitigate procurement risks

- Identify and evaluate key risks at a contractual level for straightforward arrangements and seek input from other functions as appropriate (e.g. finance, legal etc.)
- Input to risk logs and opportunity assessment reports as outlined in the organisational procurement practices
- Develop risk mitigation strategies for straightforward procurement arrangements
- Identify areas of non-compliance to procurement policy and raise with relevant stakeholders

Level 2

## 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.

COMPLEMENTARY CAPABILITIES			
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	Intermediate
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Adept
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
 Relationships	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Adept
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
 Results	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Intermediate
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate
	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	Intermediate
	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Intermediate
	Project Management	Understand and apply effective planning, coordination and control methods	Foundational
Occupation specific capability set			
 Procurement	Strategic Procurement Leadership	Lead the development of Procurement as a professional, strategic, value adding function enabling delivery of organisational business objectives and optimising procurement quality, productivity and performance outcomes	Level 2
	Legislative and Policy Environment	Ensure that the planning, management and delivery of procurement outcomes is fully consistent with all relevant legislative, probity and policy requirements	Level 2