

# Role Description

## Facilities Officer

|                           |   |
|---------------------------|---|
| Cluster                   | Stronger Communities  |
| Agency                    | Fire and Rescue NSW (FRNSW)                                   |
| Directorate/Branch/Unit   | Strategic Capability/ Property Services/Facilities Management |
| Classification/Grade/Band | Clerk Grade 5/6   |
| Role Number               | 52019790  |
| ANZSCO Code               | 541211  |
| PCAT Code                 | 1222292   |
| Agency Website            | <a href="http://www.fire.nsw.gov.au">www.fire.nsw.gov.au</a>  |

### Agency overview

Fire and Rescue NSW (FRNSW) is one of the world's largest urban fire and rescue services and is the busiest in Australia. Our overriding purpose is to enhance community safety, quality of life, and confidence by minimizing the impact of hazards and emergency incidents on the people, property, environment and on the economy of NSW. Our capabilities extend far beyond fighting fires. FRNSW firefighters are among the most highly trained in the world. Our teams provide fire prevention, they respond to hazardous materials incidents, natural disasters, and medical emergencies. Our teams also undertake counter terrorism and urban search and rescue operations. We are prepared for anything – helping anyone, anywhere, anytime.

### Primary purpose of the role

The Facilities Officer is responsible for coordinating appropriate solutions in response to reported property maintenance/repair needs in according to current FRNSW policy, procedures, and deadlines.

### Key accountabilities

- Act as first point of contact for internal & external stakeholder for all property maintenance/repair enquiries, Identifying and alerting Facilities Managers of re-occurring issues/breakdowns related to properties and/or equipment to facilitate maintenance of FRNSW property standards.
- Review, evaluate, prioritise, assign and coordinate building repairs and maintenance requests within financial delegation escalating to appropriate delegate as necessary.
- Arrange work orders/purchase orders for contractors, updating work order database.
- Assist Facility Managers at relevant stages including managing quotes and schedules through to job completion.
- Coordinate appropriate site accesses and communicate site-specific safety &/or logistics requirements; and support the Property Access team with electronic access and master key systems for FRNSW staff and contractors.
- Remain abreast of requirements and maintain contractor compliance information i.e., appropriate licenses, insurance, SWMS, inductions etc. (Rapid Induct Portal).
- Prepare property management related correspondence and advice in response to general enquiries including those regarding property management processes and procedures.
- Update and maintain the work unit's Property databases including but not limited to SAP EAM, SharePoint, Vendor Portals, and electronic records management and document tracking systems HPE Content Manager.
- Contribute to ongoing improvements and efficiencies to unit's Work Order & relevant database systems consistent with statutory requirements, Organisational standards, policy and procedures.
- Participate in Property Services on-call duties as rostered.

### Key challenges

- Operating effectively & independently within a high-volume, time constrained environment; exercising efficient prioritisation, coordination and decision-making skills to negotiate practical solutions that meet the varied needs of diverse stakeholders
- Keeping up to date with contractor compliance requirements, property management policies and procedures,

relevant legislation and other pertinent information in order to exercise sound judgement in satisfying or referring technical, operational &/or financial matters.

- Appropriately deciding what information can be released and what must be referred, given the confidential and often sensitive nature of the working environment and as the first point of contact for the business unit.

## Key relationships

| Who   | Why   |
|---|---|
| <b>Internal</b>   |   |
| Senior Asset Manager (Facilities Mgt)<br>Contracts/Compliance Manager | <ul style="list-style-type: none"> <li>• Provide information and reports on outstanding Work Orders and Contractors' compliance status</li> <li>• Contribute recommendations and suggestions for ongoing systems improvements and efficiencies</li> <li>• Provide and receive appropriate advice and referral information regarding property management, repairs and maintenance issues</li> </ul>  |
| Contracts & Safety Compliance Team                                    | <ul style="list-style-type: none"> <li>• Provide up to date information and reports on Property Contractors' Induction status (Rapid Induct)</li> <li>• Contribute to asset performance analysis and/or improvement strategies</li> <li>• Refer systemic issues of concerns to the appropriate officer for them to be addressed and facilitate improved systems, processes, and practices</li> <li>• Assist with urgent security access enquiries and requests</li> <li>• Contribute to ongoing improvements and efficiencies to unit's Work Order &amp; relevant database systems in consistent with statutory requirements, Organisational standards, policy and procedures</li> <li>• Provide general support as needed</li> </ul> |
| Senior Facilities Manager/Facility Managers                           | <ul style="list-style-type: none"> <li>• Review and action on quote and/or cost estimates for repair/rectification works. Escalate as appropriate</li> <li>• Refer technical issues of concerns to the Facilities Manager(s) to ensure they are appropriately addressed and facilitate improved processes and practices</li> <li>• Refer serious / unusual operational issues to the Senior Facility Manager to ensure they are appropriately addressed and facilitate improved policies, processes, and practices</li> <li>• Provide insights &amp;/or observations on asset break down risks</li> </ul>   |
| FRNSW Staff   | <ul style="list-style-type: none"> <li>• Provide assistance and advice to staff at all levels regarding maintenance and repairs related to property management</li> <li>• Maintain close liaison with FRNSW site representatives to coordinate site accesses and other site-specific safety &amp;/or logistics requirements</li> <li>• Assist with urgent security access requests as required</li> </ul>   |
| <b>External</b>   |   |
| External stakeholders   | <ul style="list-style-type: none"> <li>• Operate Property Helpdesk functions - receive property maintenance related enquiries, provide appropriate advice, prioritise &amp; coordinate remedy actions, escalating as required</li> <li>• Maintain close liaison with contractors to coordinate site accesses and other site-specific safety &amp;/or logistics requirements</li> <li>• Communicate with trades/contractor personnel to arrange work and in checking contractor compliance has been observed</li> </ul>  |

## Role dimensions

### Decision making

1. Coordinates property maintenance/repair works, with more complex decision making by managers within the Business Unit.
2. Expected to exercise effective decision-making skills based on solid understanding and knowledge in building maintenance services.

**Reporting line:** Contracts & Safety Compliance Manager

**Direct reports:** Nil

**Budget/Expenditure:** As per FRNSW Delegations Manual

### Key knowledge and experience

1. Substantial experience and record of achievement in facilities management or building services including dealing with a range of trades.
2. Experience in work management systems

### Essential requirements

- A current NSW Driver's License

**NOTE:** The role is required to participate in FRNSW 24-hour standby roster system which provides asset management and maintenance response.

## 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        |
|---|---|---|--------------|
| <br><b>Personal Attributes</b> | <b>Act with Integrity</b><br>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 comply with legislation, policies, guidelines and codes of conduct</li> <li>• Recognise and report misconduct, illegal or inappropriate behavior</li> <li>• Report and manage apparent conflicts of interest and encourage others to do so</li> </ul>   | Intermediate |
|   | <b>Communicate Effectively</b><br>Communicate clearly, actively listen to others, and respond with understanding and respect    | <ul style="list-style-type: none"> <li>• Focus on key points and speak in 'Plain English'</li> <li>• Clearly explain and present ideas and arguments</li> <li>• Listen to others to gain an understanding and ask appropriate, respectful questions</li> <li>• Promote the use of inclusive language and assist other to adjust where necessary</li> <li>• Monitor own and others' non-verbal cues and adapt where necessary</li> <li>• Write and prepare written material that is well structured and easy to follow</li> <li>• Communicate routine technical information clearly</li> </ul> | Intermediate |
| <br><b>Relationships</b>       | <b>Commit to Customer Service</b><br>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>• Co-operate across work areas to improve outcomes for customers</li> </ul>                             | Intermediate |
|   | <b>Plan and Prioritise</b><br>Plan to achieve priority outcomes and respond flexibly to changing circumstances                  | <ul style="list-style-type: none"> <li>• Plan and coordinate allocated activities</li> <li>• Re-prioritise own work activities on a regular basis to achieve set goals</li> <li>• Contribute to the development of teamwork plans and goal setting</li> <li>• Understand team objectives and how own work relates to achieving these</li> </ul>   | Foundational |
| <br><b>Results</b>           | <b>Think and Solve Problems</b><br>Think, analyse and consider the broader context to develop practical solutions               | <ul style="list-style-type: none"> <li>• Identify the facts and type of data needed to understand a problem or explore an opportunity</li> <li>• Research and analyse information to make recommendations based on relevant evidence.</li> <li>• Identify issues that may hinder the completion of</li> </ul>   | Intermediate |

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tasks and appropriate solutions

- Be willing to seek input from others and share own ideas to achieve best outcomes
- Generate ideas and identify ways to improve systems and processes to meet user needs

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**Deliver Results**

Achieve results through the efficient use of resources and a commitment to quality outcomes

- Seek and apply specialist advice when required
- Compete work tasks within set budgets, timeframes and standards.
- Take the initiative to progress and deliver own work and that of the team/unit
- Contribute to allocating responsibilities and resources to ensure the team/unit achieves goals
- Identify any barriers to achieving results and resolve these where possible
- Proactively change or adjust plans when needed

Intermediate



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**Technology**

Understand and use available technologies to maximise efficiencies and effectiveness



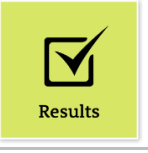

- Demonstrate a sound understanding of technology relevant to the work unit and identify and select the most appropriate technology for assigned tasks.
- Use available technology to improve individual performance and effectiveness
- Make effective use of records, information and knowledge management functions and systems
- Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies

Intermediate

## 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.

| COMPLEMENTARY CAPABILITIES  |                                     |  |              |
|---|-------------------------------------|--|--------------|
| Capability group/sets   | Capability name                     | Description  | Level        |
| <br>Personal Attributes | Display Resilience and Courage      | Be open and honest, prepared to express your views, and willing to accept and commit to change         | Foundational |
|   | Manage Self                         | Show drive and motivation, an ability to self-reflect and a commitment to learning                     | Foundational |
|   | Value Diversity and Inclusion       | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Foundational |
| <br>Relationships       | Work Collaboratively                | Collaborate with others and value their contribution   | Intermediate |
|   | Influence and Negotiate             | Gain consensus and commitment from others, and resolve issues and conflicts                            | Intermediate |
| <br>Results           | Demonstrate Accountability          | Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines         | Intermediate |
| <br>Business Enablers | Finance                             | Understand and apply financial processes to achieve value for money and minimise financial risk        | Foundational |
|   | Procurement and Contract Management | Understand and apply procurement processes to ensure effective purchasing and contract performance     | Intermediate |
|   | Project Management                  | Understand and apply effective planning, coordination and control methods                              | Foundational |