

Role Description

Facilities Project Manager



Cluster	Stronger Communities
Agency	Legal Aid NSW
Division/Branch/Unit	Facilities
Location	Central Sydney
Classification/Grade/Band	Clerk Grade 9/10
ANZSCO Code	149913
PCAT Code	1332483
Date of Approval	Reviewed September 2020
Agency Website	www.legalaid.nsw.gov.au

Agency overview

Legal Aid NSW is the largest legal aid agency in Australia, comprising a Central Sydney office and 26 regional offices in metropolitan and regional centres across NSW and a number of specialist services and advice clinics. It was established under the Legal Aid Commission Act 1979 as an independent authority to assist economically and socially disadvantaged people to understand and protect their rights in the legal system. People with disabilities, from people from culturally and linguistically diverse backgrounds, women and children, Indigenous people and people with mental illness are some of the groups who may experience difficulties when enforcing and defending their rights.

Working in partnership with private lawyers, Legal Aid NSW provides legal advice, information and minor assistance and legal representation to eligible people in many areas of law. Legal Aid NSW also provides alternative dispute resolution services, community legal education programs, and publications on legal issues.

Primary purpose of the role

The Facilities Project Manager is responsible for managing the planning, design and constructing of both major and minor office fit-outs and relocations. This role works closely with the Senior Project Manager and Manager, Facilities in supporting the management of the Legal Aid NSW property portfolio and facilities.

Key accountabilities

- Establish and manage relationships with internal stakeholders including the Legal Aid NSW Executive, Solicitors-in-Charge, senior practice and office managers to identify people-centred design solutions in response to operational needs and develop sketch plans and building specifications for office accommodation and work spaces in Legal Aid NSW premises/workplaces.

- Manage office fitout, relocation and other accommodation projects from the pre-tender architectural/building design and documentation through to completion, building certification and handover. This includes project planning, staging, design, tendering, contract administration, construction and site management including direct management of building contractors, budget management, building certification and compliance.
- Inspect properties, architectural and building plans and reports to scope all aspects of the fitout and identify potential building compliance issues.
- Prepare, review and consolidate pre-tender documentation to ensure that the project is properly defined, staged, budgeted and compliant with BCA standards and NSW Government Procurement tendering requirements.
- Develop policies, guidelines and specifications to streamline and standardise future design and construction projects for Legal Aid NSW.
- Establish and manage stakeholder relationships with contractors, tradesman and other external providers of services, through effective communication, negotiation and issues management, to ensure projects are delivered within agreed budgets, timeframes and in accordance with the Building Code of Australia (BCA) and industry standards.

Key challenges

- Project manage a diverse range of property related works in an organisation that has multiple regional offices, (some of which are rural based) and a city-based head office, including managing consultations and negotiations with diverse stakeholders, within agreed timelines, given their varying expectations, viewpoints and interests.
- Help to ensure that the organisation's current accommodation needs are met whilst effectively planning for future requirements in line with strategic direction and organisational goals.
- Maintain up-to-date knowledge and skills in design and construction of office fitouts, compliance with BCA and industry standards, NSW Government construction and general procurement processes, workplace health and safety, contract management, security, and environmental management.

Key relationships

Who	Why
Internal	
Manager, Facilities and/or Senior Project Manager, Major Projects	<ul style="list-style-type: none"> • Receive direction and guidance, and provide regular updates on key projects, issues and priorities. • Provide expert advice and contribute to decision making. • Identify emerging issues/risks and their implications and propose solutions.
Executive/Managers/Stakeholders	<ul style="list-style-type: none"> • Provide professional advice on business requirements • Report and provide updates on project progress. • Consult and collaborate to resolve project related issues, define mutual interests and determine strategies to achieve their realisation.
All staff	<ul style="list-style-type: none"> • Advice

External

Various State Agencies	<ul style="list-style-type: none">• Maintain a comprehensive understanding of central agency and legislative requirements and maintain collaborative relationships.
Industry bodies and legislators	<ul style="list-style-type: none">• Maintain up to date information about BCA, WHS, environmental, procurement and other compliance obligations.
Contractors/Building Managers/Stakeholders	<ul style="list-style-type: none">• Maintain collaborative relationships.• Provide expert advice on project related matters and report and provide updates on project progress.• Manage contracts and monitor provision of service to ensure compliance with contract and service agreements.• Consult, provide and obtain information, negotiate required outcomes and timeframes.• Engage, consult, provide solutions and resolve project issues.

Role dimensions

Decision making

Under limited supervision the role is responsible for development, implementation and evaluation of complex projects in relation to the facilities utilised by Legal Aid NSW.

Reporting line

Manager, Facilities

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements

Relevant tertiary qualifications and/or extensive experience in managing design and construction of office fitouts or similar accommodation projects.




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	Adept
	Value Diversity	Intermediate
 Relationships	Communicate Effectively	Adept
	Commit to Customer Service	Advanced
	Work Collaboratively	Adept
	Influence and Negotiate	Adept
 Results	Deliver Results	Adept
	Plan and Prioritise	Adept
	Think and Solve Problems	Adept
	Demonstrate Accountability	Adept
 Business Enablers	Finance	Intermediate
	Technology	Intermediate
	Procurement and Contract Management	Intermediate
	Project Management	Advanced
 People Management	Manage and Develop People	Intermediate
	Inspire Direction and Purpose	Intermediate
	Optimise Business Outcomes	Intermediate
	Manage Reform and Change	Intermediate

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

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> • Keep control of own emotions and stay calm under pressure and in challenging situations
Personal Attributes Act with Integrity	Adept	<ul style="list-style-type: none"> • Represent the organisation in an honest, ethical and professional way and encourage others to do so • Demonstrate professionalism to support a culture of integrity within the team/unit • Set an example for others to follow and identify and explain ethical issues • Ensure that others understand the legislation and policy framework within which they operate • Act to prevent and report misconduct, illegal and inappropriate behaviour
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	Advanced	<ul style="list-style-type: none"> • Promote a culture of quality customer service in the organisation • Initiate and develop partnerships with customers to define and evaluate service performance outcomes • Promote and manage alliances within the organisation and across the public, private and community sectors • Liaise with senior stakeholders on key issues and provide expert and influential advice • Identify and incorporate the interests and needs of customers in business process design • Ensure that the organisation's systems, processes, policies and programs respond to customer needs

Results Deliver Results	Adept	<ul style="list-style-type: none"> • Take responsibility for delivering on intended outcomes • Make sure team/unit staff understand expected goals and acknowledge success • Identify resource needs and ensure goals are achieved within budget and deadlines • Identify changed priorities and ensure allocation of resources meets new business needs • Ensure financial implications of changed priorities are explicit and budgeted for • Use own expertise and seek others' expertise to achieve work outcomes
Business Enablers Procurement and Contract Management	Intermediate	<ul style="list-style-type: none"> • Understand and comply with legal, policy and organisational guidelines and procedures in relation to procurement and contract management
NSW Public Sector Capability Framework		
Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> • Conduct delegated purchasing activities, complying with prescribed guidelines and procedures • Work with providers, suppliers and contractors to ensure that outcomes are delivered in line with time and quality requirements
Business Enablers Project Management	Advanced	<ul style="list-style-type: none"> • 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

People Management Manage and Develop People	Intermediate	<ul style="list-style-type: none">• Ensure that roles and responsibilities are clearly communicated• Collaborate on the establishment of clear performance standards and deadlines in line with established performance development frameworks• Develop team capability and recognise and develop potential in people• Be constructive and build on strengths when giving feedback• Identify and act on opportunities to provide coaching and mentoring• Recognise performance issues that need to be addressed and work towards resolution of issues
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