

Role Description

Assistant Facilities Manager



Treasury

Cluster	The Treasury
Agency	NSW Treasury
Division/Branch/Unit	Chief Financial & Operations / Facilities Management & Governance
Location	Sydney CBD
Classification/Grade/Band	Grade 9/10
Kind of Employment	Ongoing/Permanent
ANZSCO Code	531111
PCAT Code	1221592
Date of Approval	February 2020
Agency Website	https://www.treasury.nsw.gov.au

Why NSW Treasury

As the NSW Government's principal financial and economic adviser, Treasury's role is to enable the Government to deliver its promise to the people of New South Wales that the State will always be a great place to live and work.

As part of our vision to become a World Class Treasury, we believe Treasury has a primary role in supporting and investing in our key partners (service delivery clusters). Our responsibilities include lifting financial management capability and culture across the sector, supporting the NSW Government's commitment to achieving significant and sustainable financial management improvement, and advising on economic and revenue policy to improve the wellbeing of the people of NSW.

Look at the NSW Treasury website: <https://www.treasury.nsw.gov.au/about-treasury/about-nsw-treasury> Also, see why you should work for NSW at <https://iworkfor.nsw.gov.au/why-work-for-nsw>

Primary purpose of the role

Assist with the facilities management of the NSW Treasury portfolio to drive an efficient office environment that:

- Promotes the application of the agile environment;
- Facilitates the achievement of business objectives; and
- Maintains a safe, clean, secure and fully operational environment for staff across multiple sites

Assist in the management of the provision of services across multiple sites, including security, fleet, cleaning, utilities and communications infrastructure and ensure facilities meet all health and safety and environmental regulations.

Develop strong relationships with Treasury management and staff (end users) and outsourced service providers in the areas of FM site services, base building management, cleaning, utilities, mail and associated activities.

Assist with management of concierge activities to promote a positive organisational image.

This role is expected to boost Treasury's image, to enable new working styles and processes, and provide business continuity and workforce protection in an era of potentially heightened security threats.

Key accountabilities

- Assist in the review, and implementing facility management policies and practices to deliver an effective office operating environment across multiple sites both in Australia and Internationally
- Assist in the planning and managing of facility activities and the day to day running of the Treasury tenancies to achieve value for money services.
- Work with stakeholders to ensure a successful client facing reception service and effective operation of the shared floor and visitor management processes to ensure a positive end to end experience for visitors and that Treasury interests are met in shared arrangements with other government tenants.
- Assist in the management of the building security and safety management services across NSW Treasury tenancies ensuring compliance with relevant public-sector policies, practices, public safety standards and relevant statutory requirements.
- Provide timely, expert advice to the Associate Director Facilities on the planning and management of NSW Treasury facilities and security activities
- Actively manage service providers in the implementation of scheduled and reactive maintenance and repair services including, but not limited to, cleaning, air conditioning, appliances, infrastructure, consumables, and emergency systems.
- Manage Treasury fleet vehicle requirements
- Liaise with base building and risk team on emergency procedures and fire safety at multiple sites
- Undertake contract management with third party providers including tenders and contract variations as required
- Manage all contractors and vendors engaged to provide repairs and scheduled maintenance works ensuring completion within required deadlines, approved costs and relevant quality/safety standards.
- Assist with oversight on leasing incorporating occupancy agreements, green lease, sustainability and the relationship with Property NSW
- Assist with space planning and source alternate accommodation in partnership with Property NSW if required to facilitate the delivery of business strategies
- Review invoices and costs associated with facility management to ensure expenses are verified, appropriately allocated and within budget
- Assist in preparation of the facilities management budget and contribute to monitoring of office assets and stock takes
- Ensure Treasury compliance at all times with relevant Government, statutory, regulatory or policy requirements.
- Assist in the review, development and implementation of facility management policies and practices to improve efficiency and enhance service delivery.
- Assist with all facility management activities across Treasury portfolio, ensure adherence to budget and demonstrate constant improvement and a high level of cost-effectiveness.
- Actively participate in Treasury's Business Continuity Management as it relates to building infrastructure, security and safety matters.

Key challenges

- Continuing to drive an agile work culture within the agency
- Working across a diverse range of activities stretching from minor facilities escalation to space management and the development of strategy
- Prioritising often competing activities with limited resources
- Establishing and managing contractual arrangements across a range of service providers
- Effectively managing positive relations across a wide group of stakeholders across multiple sites
- Effectively coordinating a number of projects of varying complexity, requiring decisions to be made with multiple clients and stakeholders, in a timely fashion.
- Identifying and recommending opportunities to reduce risk exposure and improve return on asset investment.

Key relationships

Who	Why
Internal	
Associate Director Facilities	Receive guidance and support, provide specialist advice and exchange information
Concierge Manager	Provide guidance and development opportunities to the Concierge Manager to support the effective delivery of a positive customer service experience
Internal stakeholders	Develop and maintain effective relationships to resolve service delivery issues and promote building safety and security
External	
Building management	Liaise and consult with building management and tenant representatives on all aspects of maintenance and operation of the building
Service providers	Monitor effective delivery of services, including reporting on capability and performance.
Other government agencies and relevant external stakeholders	Build and maintain strong working relationships with external stakeholders to ensure effective facilities management

Role dimensions

Decision making

The Deputy Facilities Manager reports directly to the Associate Director Facilities in respect to day to day management of the unit and is accountable for the quality, integrity and accuracy of the content of advice provided and the delivery of assigned projects on time and within budget

Reporting line

The Deputy Facilities Manager will report to the Associate Director Facilities

Direct Reports

Facilities Coordinators x 2

Essential requirements

- Relevant tertiary or trade qualifications in a Facilities related discipline; or significant demonstrated industry experience involving building services.
- Previous experience in managing commercial property, including hard and soft services with a strong client service focus.
- Sound understanding of building codes, and the technical aspects of building management.
- Demonstrated skills in financial management, asset planning and risk management.

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	Adept
	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	Adept
	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 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
Personal Attributes Manage Self	Adept	<ul style="list-style-type: none"> • Look for and take advantage of opportunities to learn new skills and develop strengths • Show commitment to achieving challenging goals • Examine and reflect on own performance • Seek and respond positively to constructive feedback and guidance • Demonstrate a high level of personal motivation
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
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

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Results Demonstrate Accountability	Adept	<ul style="list-style-type: none"> Assess work outcomes and identify and share learnings to inform future actions Ensure that actions of self and others are focused on achieving organisational outcomes Exercise delegations responsibly Understand and apply high standards of financial probity with public monies and other resources Identify and implement safe work practices, taking a systematic risk management approach to ensure health and safety of self and others Conduct and report on quality control audits Identify risks to successful achievement of goals, and take appropriate steps to mitigate those risks
Business Enablers Finance	Adept	<ul style="list-style-type: none"> Understand core financial terminology, policies and processes, and display a knowledge of relevant recurrent and capital financial measures Understand impacts of funding allocations on business planning and budgets, including value for money, choice between direct provision and purchase of services, and financial implications of decisions Understand and apply financial audit, reporting and compliance obligations Identify discrepancies or variances in financial and budget reports, and take corrective action where appropriate Seek specialist advice and support where required Make decisions and prepare business cases paying due regard to financial considerations
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 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