Role Description
Building Services Coordinator

Cluster	Enterprise, Investment and Trade
Agency	Museum of Applied Arts and Science
Division/Branch/Unit	Operations
Role number	
Classification/Grade/Band	Clerk 5/6
Senior executive work level standards	Not Applicable
Date of Approval	August 2022
Agency Website	www.maas.museum

Agency overview

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

The Museum of Applied Arts and Sciences is undertaking landmark renewal program which includes the creation of Powerhouse Parramatta, the largest cultural infrastructure project since the Sydney Opera House; the expansion of Museum's Discovery Centre, Castle Hill which includes expanded storage and new research and public facilities and the renewal of the iconic Powerhouse Museum in Ultimo. Key to the renewal is the assessment and digitisation of over 380,000 objects from the museum's collection providing new levels of access.

Primary purpose of the role

The Building Services Coordinator supports the Facilities Services Manager in organising, scheduling and supervising contractors delivering scheduled maintenance and unplanned urgent repairs to all buildings located on the Museums three current sites and future sites while coordinating, triaging, assigning and managing multiple and urgent service requests from all internal Powerhouse stakeholders. The role is responsible for the management of the Museums contractor management system, the induction of contractors, checking contractor Safe Work Method Statements, recording of all contractor licenses and qualifications, and ensuring that contractor work is carried out in a professional and timely manner.

Key accountabilities

- Procure, plan and coordinate contractors delivering scheduled maintenance and unplanned urgent repairs of all buildings and assets at Powerhouse sites including overseeing the risk management process.

- Manage the Museums contractor management system, the induction of contractors, checking contractor Safe Work Method Statements, record all contractor licenses and qualifications and ensure that contractor work is carried out in a professional and timely manner.

- Plan, consult and communicate regularly and as required with key stakeholders regarding all maintenance and outages in compliance with museum standards and operational requirements.

- With the Facilities Services Manager prepare, monitor, and report on Facilities budgets.

- Undertake contractor site inductions and coordinate access as required.

- Maintain and update contractor maintenance schedules, receive and upload service reports to the facilities asset management system MEX.

- Prepare all documentation and manage processes for compliant procurement and contract management of suppliers and contractors.

- Manage and carry out minor building upgrade works projects as required.

- Any other duties required for the management of facilities and assets.

Key challenges

- Manage multiple maintenance and building services requests concurrently.

- Adhere to all obligations, responsibilities and legislative requirements under current Work Health & Safety Acts and Regulations, ensuring all areas under supervision are monitored for risks and hazards and are reviewed regularly.

- Procuring appropriate contractors and suppliers.

Key relationships

Who	Why
Internal	
Facilities Services Manager	- Coordinate delivery of building and maintenance services which fall outside of in house services
Head of Facilities and Asset Management	- Support the Head of Facilities and Asset Management to ensure all building and maintenance services are being delivered in a timely manner while ensuring all contractors are inducted and are working safety, services are being delivered and contractor works delivered are completed satisfactorily Ensure quotes are reviewed, purchase orders

Who	Why
	raised, and contractor's invoices are receipted and sent for payment in a timely manner

Role dimensions

Decision making

High level of autonomy to deliver day to day building and maintenance services. Refers to the Facilities Services Manager for decisions requiring significant building or maintenance works.

Reporting line

Facilities Services Manager

Direct reports

N/A

Budget/Expenditure

N/A

Key knowledge and experience

- Experience in SAP, Microsoft office suite and other related software

Essential requirements

- 5 - 7 Years' demonstrated experience in building facilities management.
- Demonstrated understanding and knowledge of building maintenance practices and operations

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.
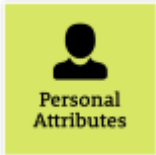
The capabilities are separated into **focus capabilities** and **complementary capabilities**.

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 behaviors expected at each level.

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FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
Personal Attributes	**Manage Self** Show drive and motivation, an ability to self-reflect and a commitment to learning	• Keep up to date with relevant contemporary knowledge and practices • 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 and maintain a high level of personal motivation	Adept
	Value Diversity and Inclusion Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	• Promote the value of diversity and inclusive practices for the organisation, customers and stakeholders • Demonstrate cultural sensitivity, and engage with and integrate the views of others • Look for practical ways to resolve any barriers to including people from diverse cultures, backgrounds and experiences • Recognise and adapt to individual abilities, differences and working styles • Support initiatives that create a safe and equitable workplace and culture in which differences are valued • Recognise and manage bias in interactions and decision making	Adept
Relationships	**Communicate Effectively** Communicate clearly, actively listen to others, and respond with understanding and respect	• Tailor communication to diverse audiences • Clearly explain complex concepts and arguments to individuals and groups • Create opportunities for others to be heard, listen attentively and encourage them to express their views • Share information across teams and units to enable informed decision making • Write fluently in plain English and in a range of styles and formats • Use contemporary communication channels to share information, engage and interact with diverse audiences	Adept
	Work Collaboratively Collaborate with others and value their contribution	• Recognise outcomes achieved through effective collaboration between teams • Build cooperation and overcome barriers to information sharing, communication and	Advanced

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Capability group/sets	Capability name	Behavioural indicators	Level
		collaboration across the organisation and across government	
		• Facilitate opportunities to engage and collaborate with stakeholders to develop joint solutions	
		• Network extensively across government and organisations to increase collaboration	
		• Encourage others to use appropriate collaboration approaches and tools, including digital technologies	
Results	**Plan and Prioritise** Plan to achieve priority outcomes and respond flexibly to changing circumstances	• Understand the links between the business unit, organisation and the whole-of-government agenda • Ensure business plan goals are clear and appropriate and include contingency provisions • Monitor the progress of initiatives and make necessary adjustments • Anticipate and assess the impact of changes, including government policy and economic conditions, on business plans and initiatives and respond appropriately • Consider the implications of a wide range of complex issues and shift business priorities when necessary • Undertake planning to help the organisation transition through change initiatives, and evaluate progress and outcomes to inform future planning	Advanced
	Think and Solve Problems Think, analyse and consider the broader context to develop practical solutions	• Undertake objective, critical analysis to draw accurate conclusions that recognise and manage contextual issues • Work through issues, weigh up alternatives and identify the most effective solutions in collaboration with others • Take account of the wider business context when considering options to resolve issues • Explore a range of possibilities and creative alternatives to contribute to system, process and business improvements • Implement systems and processes that are underpinned by high-quality research and analysis • Look for opportunities to design innovative solutions to meet user needs and service demands	Advanced

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Capability group/sets	Capability name	Behavioural indicators	Level
		• Evaluate the performance and effectiveness of services, policies and programs against clear criteria	
Business Enablers	**Technology** Understand and use available technologies to maximise efficiencies and effectiveness	• Champion the use of innovative technologies in the workplace • Actively manage risk to ensure compliance with cyber security and acceptable use of technology policies • Keep up to date with emerging technologies and technology trends to understand how their application can support business outcomes • Seek advice from appropriate subject-matter experts on using technologies to achieve business strategies and outcomes • Actively manage risk of breaches to appropriate records, information and knowledge management systems, protocols and policies	Advanced
	Project Management Understand and apply effective planning, coordination and control methods	• Understand all components of the project management process, including the need to consider change management to realise business benefits • Prepare clear project proposals and accurate estimates of required costs and resources • Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements • Identify and evaluate risks associated with the project and develop mitigation strategies • Identify and consult stakeholders to inform the project strategy • Communicate the project's objectives and its expected benefits • Monitor the completion of project milestones against goals and take necessary action • Evaluate progress and identify improvements to inform future projects	Adept

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
Personal Attributes	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Adept
	Act with Integrity	Be ethical and professional, and uphold and promote the public-sector values	Adept
Relationships	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Adept
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Adept
Results	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Advanced
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Adept
Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Advanced
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Adept

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