

Role Description

Manager Facilities and Fleet Operations



Planning,
Industry &
Environment

Cluster	Planning, Industry and Environment
Agency	Department of Planning, Industry and Environment
Division/Branch/Unit	Cluster Corporate Services / Finance / Property Facilities and Fleet
Location	TBA
Classification/Grade/Band	Clerk 11/12
Role Number	TBA
ANZSCO Code	312911
PCAT Code	1222412
Date of Approval	2019
Agency Website	http://www.dpie.nsw.gov.au

Agency overview

The Planning, Industry and Environment Cluster was formed in 2019. The Cluster drives greater levels of integration and efficiency across key areas such as long-term planning, precincts, housing, property, infrastructure priorities, open space, the environment, our natural resources – land, water, mining – energy, and growing our industries. There is a strong emphasis on regional NSW

Primary purpose of the role

The Manager Facilities and Fleet Operations performs operational management and leadership of the Facilities and Fleet Operations portfolios including developing and implementing facilities and fleet operations programs, projects and services ensuring compliance with WHS requirements, organisational and government policy, and providing client focused solutions to enable and support service delivery across the cluster.

Key accountabilities

- Manage the delivery of Facilities, Workplace Services and Fleet operations and services with internal and external service providers ensuring WHS requirements are met to deliver outcomes in line with the Cluster Corporate Services – Service Partnership Agreement.
- Manage a team of staff responsible for providing workplace services in agile and non agile environments , foster a strong sense of professionalism amongst staff with an emphasis on quality and client oriented service and facilitate their ongoing professional development to ensure optimal service delivery across the cluster.
- Develop a stakeholder/client relationship management culture within the unit and review, develop and implement supporting processes and procedures and act as the escalation point for any emerging issues to support the resolution of problems and achievement of client focused outcomes.

- Drive continuous improvement and innovation and identify and implement strategies to ensure property, facilities and fleet outcomes are client focused and service delivery meets current and future requirements.
- Develop, monitor and report on budgets, costing and allocations, identify value for money projects and services, complete budget submissions and make recommendations to support executive level decision making.
- Commission and implement audits and reviews of both internal and external service provider performance and assess and report KPIs and performance trends to drive optimal performance and value for money service provision.
- Oversee the implementation of projects including outsourced service providers to ensure compliance with all policies, procedures, standards and regulations including Federal Government, NSW Government, National Construction Code, Australian Standards across owned and leased properties, accommodation and fleet.

Key challenges

- Developing and leading a collaborative and capable team across both internal/external resources and building service providers, to ensure the delivery of high level client focused service and value for money projects.
- Managing large (owned and tenanted) property, facilities and fleet services in a dynamic, organisational environment that is transitioning to agile workplaces.
- Managing numerous procurement processes, tender reviews and projects, in accordance with government policy and procedure and promptly identifying and rectifying areas of non-compliance.

Key relationships

Who	Why
Internal	
Executive & Department	<ul style="list-style-type: none"> • Work collaboratively to ensure excellent service PMG in line with Cluster expectations • Prioritise and deliver work efficiently and effectively, in line with organisational strategy to drive and support value. • Establish requirements from property inspection and feedback to ensure buildings are maintained in a fit for purpose and environmentally sustainable condition with asset lifecycle planning having been observed.
Client/Customers & Stakeholders	<ul style="list-style-type: none"> • Develop and maintain positive working relationships with the business to deliver work efficiently, effectively and in line with organisational strategy and requirements. • Provide expert to influence decisions, create buy-in, share accountability and resolve conflicts.
Work Team	<ul style="list-style-type: none"> • Encourage team members to work collaboratively to achieve business outcomes and solutions to meet customer needs • Review work, actions and priorities of the team. • Inspire, motivate, provide direction and lead the Property, Facilities and Fleet team.

Who	Why
External	
Vendors/Service Providers	<ul style="list-style-type: none"> Develop and maintain positive working relationships with the vendor's service providers and PNSW to receive excellent customer service, in accordance to organisational strategy, service level agreements and government policy and procedures.
Industry Professionals/Consultants	<ul style="list-style-type: none"> Seek and maintain specialist knowledge/advice around innovative best practises pertinent to property and fleet services, facilities management, WHS compliance and procurement.

Role dimensions

Decision making

The Manager Facilities and Fleet Operations makes decisions regarding the day to day operations of the unit, within the parameters of the agreed budget and business plan and Cluster Corporate Services – Service Partnership Agreement. The role is fully accountable for the quality and integrity of advice provided.

The role defers to the Director, Property Facilities and Fleet on complex issues of a technical, legislative or political nature or decisions that will substantially alter the outcome or timeframes, major issues or conflicts arising in the course duties or matters requiring a higher delegated authority including approval for expenditure or sensitive issues.

Reporting line

Director, Property Facilities and Fleet

Direct reports

10 to 15

Budget/Expenditure

In line with cluster corporate service budget and expenditure authority delegation.

Essential requirements

Relevant tertiary qualifications and/or demonstrated equivalent industry/professional experience in a relevant area.

Extensive experience in facilities and fleet management in a large complex multi-site organisation and extensive knowledge of relevant government policy and legislation and facilities and fleet principles, standards and regulations.




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

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Personal Attributes Act with Integrity	Adept	<ul style="list-style-type: none"> • Raise and work through challenging issues and seek alternatives • Keep control of own emotions and stay calm under pressure and in challenging situations
Relationships Communicate Effectively	Advanced	<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 Commit to Customer Service	Advanced	<ul style="list-style-type: none"> • Present with credibility, engage varied audiences and test levels of understanding • Translate technical and complex information concisely for diverse audiences • Create opportunities for others to contribute to discussion and debate • Actively listen and encourage others to contribute inputs • Adjust style and approach to optimise outcomes • Write fluently and persuasively in a range of styles and formats
Results Deliver Results	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
		<ul style="list-style-type: none"> • Drive a culture of achievement and acknowledge input of others • Investigate and create opportunities to enhance the achievement of organisational objectives • Make sure others understand that on-time and on-budget results are required and how overall success is defined • Control output of business unit to ensure government outcomes are achieved within budget • Progress organisational priorities and ensure effective acquisition and use of resources

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Results Plan and Prioritise	Adept	<ul style="list-style-type: none"> Seek and apply the expertise of key individuals to achieve organisational outcomes 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
Business Enablers Procurement and Contract Management	Advanced	<ul style="list-style-type: none"> Ensure that government and organisational policy in relation to procurement and contract management is implemented Monitor procurement and contract management risks and ensure that this informs contract development, management and procurement decisions Take responsibility for procurement and contract management activities and decisions by applying the guidelines and procedures Promote the principles of risk management as applied to procurement projects, to identify and mitigate risk Implement effective governance arrangements to monitor provider, supplier and contractor performance against contracted deliverables and outcomes Represent the organisation in the resolution of complex/sensitive disputes with providers, suppliers and contractors
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	Advanced	<ul style="list-style-type: none"> Refine roles and responsibilities over time to achieve better business outcomes Recognise talent, develop team capability and undertake succession planning Coach and mentor staff and encourage professional development and continuous learning

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none">• Provide timely, constructive and objective feedback to staff• Address and resolve team and individual performance issues, including serious unsatisfactory performance, in a timely and effective way• Implement performance development frameworks to align workforce capability with the organisation's current and future priorities and objectives