|  |  |
| --- | --- |
| **Cluster** | **Transport** |
| **Agency** | **Sydney Trains** |
| **Directorate/Division/Business Unit** | Customer Service |
| **Location** | Sydney |
| **Role Grade or Band** | RC7 |
| **Senior Executive Work Level Standards** | Not Applicable |
| **Kind of Employment** | Permanent Full Time |
| **Role Number** | <<Enter Position ID (once created)>> |
| **ANZSCO Code** | 149913 |
| **PCAT Code** | 1112292 |
| **Job Code** | 81000300 |
| **Health Assessment Category - Safety** | Category 3 |
| **Vision** | Nil |
| **Hearing** | Category 3 |
| **Date of Approval** | June 2018 |
| **Agency Website** | [www.sydneytrains.nsw.gov.au](http://www.sydneytrains.nsw.gov.au) |

Agency overview

Sydney Trains provides train services throughout the Sydney CBD and was established in July 2013. Its vision is to keep Sydney Moving by putting the customer at the centre of everything it does and delivering safe, reliable and clean rail services to the people of Sydney. The organisation is focused on providing sustainable, efficient and cost effective services.

Primary purpose of the role

The Facilities Maintenance (FM) Manager is responsible for leading and managing the Facilities Maintenance function. This includes managing the Facilities Maintenance Coordinators to ensure assets are maintained to WHS and Sydney Trains Standards and requirements. Develop and plan maintenance schedules and lead the team to deliver the provision of end to end preventative and corrective maintenance services to meet the needs of stakeholders.

# Key accountabilities

* Proactively manage facilities maintenance function and team. Lead the team of Facilities Maintenance to deliver building maintenance services.
* Develop and implement proactive maintenance schedules and technical maintenance plans.
* Report on progress of building maintenance initiatives and schedules of works to ensure delivery on time and within budget
* Coach and guide the team to proactively identify and instigate appropriate actions to resolve problems or issues with all assets by notifying the appropriate FM Service team, referring to an approved service provider or to act as a first responder to all reported calls.
* Manage the delivery of maintenance services as specified in Technical Maintenance Plans.
* Manage the team to deliver maintenance work through all phases including planning, the development of scoping and delivery to produce high quality maintenance outcomes that meet project objectives and comply with Sydney Trains and Government procurement, probity and administration standards.
* Manage service providers and contractors to outcomes and KPI’s within a budget, including quote verification and invoice requisition/payment
* Oversee the investigations into maintenance practices, allocation of resources, incidents and related maintenance matters to recommend new methods and improved procedures and practices to reduce maintenance costs and improve productivity.
* Provide input into strategic building asset management.
* Execute safety responsibilities, authorities and accountabilities consistent with Sydney Trains safety management system requirements which are defined in SMS document number SMS-02-RG-3058

Key challenges

* Operating within a complex environment ensuring maintenance services are delivered effectively when facilities are operational.
* Motivating and inspiring a team to proactively identify and assess maintenance issues to address problems promptly prior to escalation.
* Managing client expectations effectively to ensure all maintenance project requirements are met and project deadlines and milestones are delivered to the required standards and within budget.
* Assessing the viability of projects including assessing the design and maintainability, feasibility and providing input into the scope of works to ensure are maintainable and deliver value for money.
* Supporting transformational change given the range of internal and external stakeholders, the potential resistance to change and the need for both structural and cultural change.

Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Regional Maintenance Manager | * For the purpose of setting priorities and managing work allocation |
| Asset Manager and Asset Programme Coordinator | * For the purpose of input into annual works program |
| FM Service teams | * For the purpose of communications and general updates/information |
| **External** |  |
| External suppliers and contractors | * For the purpose of facilitation of the delivery of cost effective maintenance services |
| Suppliers | * For the purpose of facilitation of the delivery of cost effective maintenance services |
| Contractors and consultants | * For the purpose of facilitation of the delivery of cost effective maintenance services |

# Role dimensions

## Decision making

As per delegation for the role.

## Reporting line

This role will report to the Maintenance Manager Station Buildings

## Direct reports

This role will have between 2 – 9 direct reports.

## Budget/Expenditure

As per the Sydney Trains Financial Delegations

Essential requirements

Tertiary qualifications or relevant experience in a building related discipline, project management, facilities maintenance or asset management discipline

Current Driver’s License essential

# 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](http://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** |
|  | Display Resilience and Courage | Intermediate |
| Act with Integrity | Adept |
| **Manage Self** | **Advanced** |
| Value Diversity | Intermediate |
|  | **Communicate Effectively** | **Adept** |
| Commit to Customer Service | Intermediate |
| Work Collaboratively | Intermediate |
| **Influence and Negotiate** | **Adept** |
|  | **Deliver Results** | **Adept** |
| Plan and Prioritise | Adept |
| Think and Solve Problems | Adept |
| Demonstrate Accountability | Intermediate |
|  | Finance | Adept |
| Technology | Intermediate |
| **Procurement and Contract Management** | **Adept** |
| **Project Management** | **Advanced** |
|  | **Manage and Develop People** | **Adept** |
| Inspire Direction and Purpose | Adept |
| 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**  Manage Self | Advanced | Act as a professional role model for colleagues, set high personal goals and take pride in their achievement  Actively seek, reflect and act on feedback on own performance  Translate negative feedback into an opportunity to improve  Maintain a high level of personal motivation  Take the initiative and act in a decisive way |
| **Relationships**  Communicate Effectively | Adept | 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**  Influence and Negotiate | Adept | Negotiate from an informed and credible position  Lead and facilitate productive discussions with staff and stakeholders  Encourage others to talk, share and debate ideas to achieve a consensus  Recognise and explain the need for compromise  Influence others with a fair and considered approach and sound arguments  Show sensitivity and understanding in resolving conflicts and differences  Manage challenging relations with internal and external stakeholders  Pre-empt and minimise conflict |
| **Results**  Deliver Results | Adept | 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 | Adept | Apply legal, policy and organisational guidelines and procedures in relation to procurement and contract management  Develop well written, well structured procurement documentation that clearly sets out the business requirements  Monitor procurement and contract management processes to ensure they are open, transparent and competitive, and that contract performance is effective  Be aware of procurement and contract management risks, and what actions are expected to mitigate these  Evaluate tenders and select providers in an objective and rigorous way, in line with established guidelines and principles  Escalate procurement and contract management issues where required |
| **Business Enablers**  Project Management | Advanced | 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 | Adept | Define and clearly communicate roles and responsibilities to achieve team/unit outcomes  Negotiate clear performance standards and monitor progress  Develop team/unit plans that take into account team capability, strengths and opportunities for development  Provide regular constructive feedback to build on strengths and achieve results  Address and resolve team and individual performance issues, including unsatisfactory performance in a timely and effective way  Monitor and report on performance of team in line with established performance development frameworks |