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**Maintenance Manager EMAI**

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| **Portfolio** | Primary Industries and Regional Development |
| **Department** | Department of Primary Industries and Regional Development |
| **Group/Division/Branch** | Agriculture and Biosecurity / Research Assurance / Research Services |
| **Location** | Menangle |
| **Classification/Grade/Band** | Clerk Grade 9 / 10 |
| **ANZSCO Code** | 234111 |
| **PCAT Code** | 1119192 |
| **Date of Approval** | **April 2025** |
| **Agency Website** | [www.dpird.nsw.gov.au](http://www.dpird.nsw.gov.au) |

## Agency overview

The Department of Primary Industries and Regional Development (DPIRD) is the department dedicated to growing primary industries and supporting regional economic development to deliver long term benefits to the state. Our focus is to protect, support and develop our primary industries, mining sector, and regions.

DPIRD brings together Agriculture and Biosecurity; Fisheries and Forestry; Local Land Services; NSW Resources; Regional Development and Delivery; the Regional Growth NSW Development Corporation; NSW Public Works and Soil Conservation Service.

We have nearly 5,000 employees, with almost 80 per cent of us living and working in regional NSW.

## Primary purpose of the role

Manage a maintenance team to effectively maintain EMAI's biosecurity facilities and other facilities to required levels to ensure ongoing operation and accreditation. The role will manage facility management operating systems and programs to ensure continued reliable and compliant operation.  
This role is responsible for the day-to-day management and engagement of maintenance contractors to ensure agreed program targets and standards are met. The role also implements all site maintenance contracts through the maintenance team, ensuring effective and efficient maintenance of plant and equipment occurs in a timely and financially responsible manner.

## Key accountabilities

* Prepare, implement and monitor building and site infrastructure maintenance plans, including managing maintenance expenditure within budgets, procuring contractors, services and equipment to ensure the site is maintained and operational
* Assist with the design, implementation and management of the maintenance and contractor management systems to ensure effective service delivery, quality control and timeliness of operation
* Train, mentor and monitor staff to ensure all maintenance staff are informed of legislative changes, building codes, AQIS/DA compliance codes and relevant Australian Standards
* Assist the Senior Maintenance Manager in the preparation and management of site maintenance contracts
* Undertake procurement actions in compliance with prescribed NSW Government Procurement and Tendering guidelines for maintenance and capital works programs
* Assist with the management of relocations and refurbishments in conjunction with EMAI management staff to maximise allocation and utilisation of available space
* Assist with the development of long-term maintenance strategies for ongoing maintenance management at EMAI

## Key challenges

* Managing urgent breakdowns, damage (due to extreme weather, storms, vandalism etc.), and arranging urgent repairs to minimise "down-time" for the site when such incidents occur whilst ensuring routine maintenance programs are also completed in a timely manner
* Managing complex building services including electrical, HVAC, plumbing and building control systems
* Managing procurement of specialised goods and services in a timely and cost-effective manner

## Key relationships

**Internal**

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| Who | Why |
| Manager (EMAI) | * Discuss information, reports and analysis on all aspects of preventative, corrective and major periodic maintenance programs |
| Biosecurity management staff | * Undertake consultation regarding maintenance activities to meet all biosecurity requirements |
| Researchers, tenants and other key staff on site | * Meet with, inform, discuss and coordinate site maintenance activities to maximise service performance and prioritise maintenance activities to ensure minimal disruption to critical site activities |
| Maintenance team members | * Plan and monitor work programs to ensure activities are undertaken in a timely and efficient manner * Motivate and mentor maintenance team, providing guidance, direction and performance management |
| Research Services Branch and other Departmental staff including site Operational Staff) | * Build a successful maintenance team that is competent and responsive in a highly regulated, high-pressure environment * Focus on the management of maintenance activities of the maintenance team |

**External**

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| Who | Why |
| Local council and other statutory authority representatives | * Ensure maintenance programs and outcomes comply with legislation and accreditation standards |
| Contractors | * Consult with, engage and manage maintenance and minor works contractors to complete specified duties in the required timeframes, under the required conditions and to the required standards |

## Role dimensions

### Decision making

Authorised, in consultation with the Manager (EMAI) and Senior Maintenance Manager (EMAI), to make all decisions relating to infrastructure maintenance within agreed parameters. Allocates work to maintenance team members and external contractors, monitoring quality of works and progress. Ensures compliance of all maintenance staff and contractors with WHS and other related legislation and regulations. Analyses and determines alternative methods of undertaking works in relation to replacement of aging plant, equipment and other resources.

### Reporting line

Manager Research Services (EMAI)

### Direct reports

1 - Support Officer Maintenance (Clerk Grade 3/4)

### Budget/Expenditure

Authorisation for expenditure of allocated project resources under applicable Departmental delegation

## Essential requirements

* Relevant trade level qualifications and or post trade qualifications
* Good knowledge and working experience with complex building service and control systems
* Knowledge of Government/Departmental requirements with respect to Total Asset Management principles and relevant council, building codes and Australian Standards
* Pre-employment health assessment, Q Fever vaccination (prior to commencing role) and willing to have other vaccinations as required by the Site Manager
* Current NSW Drivers Licence

## Capabilities for the role

The [NSW public sector capability framework](https://www.psc.nsw.gov.au/workforce-management/capability-framework/the-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 behaviours expected at each level.

## Focus capabilities

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| **Capability group/sets** | **Capability name** | **Behavioural indicators** | **Level** |
| personal-attributes | **Act with Integrity**  Be ethical and professional, and uphold and promote the public sector values | Represent the organisation in an honest, ethical and professional way  Support a culture of integrity and professionalism  Understand and help others to recognise their obligations to comply with legislation, policies, guidelines and codes of conduct  Recognise and report misconduct and illegal and inappropriate behaviour  Report and manage apparent conflicts of interest and encourage others to do so | Intermediate |
| relationships | **Commit to Customer Service**  Provide customer-focused services in line with public sector and organisational objectives | Take responsibility for delivering high-quality customer-focused services  Design processes and policies based on the customer’s point of view and needs  Understand and measure what is important to customers  Use data and information to monitor and improve customer service delivery  Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers  Maintain relationships with key customers in area of expertise  Connect and collaborate with relevant customers within the community | Adept |
| relationships | **Work Collaboratively**  Collaborate with others and value their contribution | Encourage a culture that recognises the value of collaboration  Build cooperation and overcome barriers to information sharing and communication across teams and units  Share lessons learned across teams and units  Identify opportunities to leverage the strengths of others to solve issues and develop better processes and approaches to work  Actively use collaboration tools, including digital technologies, to engage diverse audiences in solving problems and improving services | Adept |
| results | **Deliver Results**  Achieve results through the efficient use of resources and a commitment to quality outcomes | Seek and apply specialist advice when required  Complete work tasks within set budgets, timeframes and standards  Take the initiative to progress and deliver own work and that of the team or unit  Contribute to allocating responsibilities and resources to ensure the team or unit achieves goals  Identify any barriers to achieving results and resolve these where possible  Proactively change or adjust plans when needed | Intermediate |
| results | **Demonstrate Accountability**  Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines | Assess work outcomes and identify and share learnings to inform future actions  Ensure that own actions and those of 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 own and others’ health and safety  Conduct and report on quality control audits  Identify risks to successfully achieving goals, and take appropriate steps to mitigate those risks | Adept |
| business-enablers | **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 |
| people-management | **Manage and Develop People**  Engage and motivate staff, and develop capability and potential in others | Define and clearly communicate roles, responsibilities and performance standards to achieve team outcomes  Adjust performance development processes to meet the diverse abilities and needs of individuals and teams  Develop work plans that consider capability, strengths and opportunities for development  Be aware of the influences of bias when managing team members  Seek feedback on own management capabilities and develop strategies to address any gaps  Address and resolve team and individual performance issues, including unsatisfactory performance, in a timely and effective way  Monitor and report on team performance in line with established performance development frameworks | Adept |
| people-management | **Optimise Business Outcomes**  Manage people and resources effectively to achieve public value | Develop team and unit plans that consider team capabilities and strengths  Plan and monitor resource allocation effectively to achieve team and unit objectives  When planning resources, consider the attraction and retention of people of diverse cultures, backgrounds and experiences  Ensure that team members work with a good understanding of business principles as they apply to the public sector context  Participate in wider organisational workforce planning to ensure that capable resources are available | Intermediate |

## 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.

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| **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 |
| personal-attributes | Manage Self | Show drive and motivation, an ability to self-reflect and a commitment to learning | Adept |
| personal-attributes | Value Diversity and Inclusion | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Intermediate |
| relationships | Communicate Effectively | Communicate clearly, actively listen to others, and respond with understanding and respect | Adept |
| relationships | Influence and Negotiate | Gain consensus and commitment from others, and resolve issues and conflicts | Adept |
| results | Plan and Prioritise | Plan to achieve priority outcomes and respond flexibly to changing circumstances | Intermediate |
| results | Think and Solve Problems | Think, analyse and consider the broader context to develop practical solutions | Adept |
| business-enablers | Finance | Understand and apply financial processes to achieve value for money and minimise financial risk | Intermediate |
| business-enablers | Technology | Understand and use available technologies to maximise efficiencies and effectiveness | Adept |
| business-enablers | Procurement and Contract Management | Understand and apply procurement processes to ensure effective purchasing and contract performance | Intermediate |
| people-management | Inspire Direction and Purpose | Communicate goals, priorities and vision, and recognise achievements | Intermediate |
| people-management | Manage Reform and Change | Support, promote and champion change, and assist others to engage with change | Intermediate |