Role Description
Facilities Advisor

Agency	NSW Education Standards Authority
Division/Branch/Unit	People Operations
Location	Sydney
Classification/Grade/Band	Clerk Grade 5/6
Role Number	B1529
ANZSCO Code	531111
PCAT Code	1222172
Date of Approval	August 2022
Agency Website	www.educationstandards.nsw.edu.au

Agency overview

The NSW Education Standards Authority (NESA) is an independent statutory authority responsible for the curriculum, assessment, teacher accreditation and regulatory standards in NSW schools, and accreditation of early childhood teachers. NESA is responsible for developing policies and initiatives for evaluating and improving quality teaching and student learning across all schools and school sectors. NESA was established on 1 January 2017, in response to the need to adopt a more strategic and outward-looking focus, greater clarity of regulatory roles and responsibilities and streamlined processes and systems.

Primary purpose of the role

The Facilities Advisor provides a broad range of administrative services and leverages extensive business unit knowledge to support the Facilities teams work and assist in the delivery of customer focused business operations.

Key accountabilities

- Provide a range of administrative and support services, including tenancy management, building management, asset management, onsite security management, fleet management and incident register management to support the effective operation of the facilities unit
- Respond to and resolve complex enquiries and issues to ensure the provision of accurate information, and the timely and effective resolution of issues
- Coordinate and manage records and databases, complying with administrative systems, processes and policies, to ensure that all information is accurate, stored correctly and accessible
- Develop, implement and monitor office systems and methods for property, adapting processes and techniques as required, to facilitate efficient team/unit operations in line with agency standards, policies and procedures
- Gather and collate information for, and prepare documentation and reports on business unit performance, as well as make recommendations to improve efficiency, cost management and service delivery
- Ability to adapt to change in the facilities environment including keeping abreast of property practices and procedures

- Coordinate and monitor service contractors and suppliers ensuring compliance with procurement policies and processes to ensure performance is in accordance with the agreed contract requirements and the delivery of work adheres to agreed timeframes, budgets, and quality of work.
- Deliver timely updates and responses using the facilities service desk portal requests to facilities enquiries and requests from internal customers
- Undertake special projects and develop, prepare procedural documents to improve the efficiency and effectiveness of the facilities services
- Assist with other tasks as required by the Facilities Lead

Key challenges

- Delivering quality administrative services and negotiating workable timeframes, given competing client demands and priorities, the need to address unforeseen issues, the high volume of work and the need to work independently
- Maintaining consistency across NESA in relation to property services and ensuring compliance to recording of assets, services and equipment.
- Manage competing priorities and high volumes of work effectively, within tight timeframes providing consistent customer focused service delivery

Essential requirements

- Demonstrated experience in the delivery of tenancy facilities management services
- Demonstrated experience in managing onsite security
- A Valid NSW Driver's Licence

Key relationships

Who	Why
Internal	
Manager	• Escalate issues, propose solutions and provide updates • Provide advice on administrative processes
Work Team	• Support the team, delegate tasks and work collaboratively to contribute to achieving the team's business outcomes
Clients/Customers	• Monitor, address and/or escalate requests and provide services • Manage the flow of information, seek clarification and provide advice
External	
Client/Customers	• Monitor, address and/or escalate requests • Manage the flow of information, seek clarification and provide advice and responses
Vendors/Service Providers and Consultants	• Coordinate and monitor the supply of goods and services

Role dimensions

Decision making

Decisions are made in accordance with NESA and/or Directorate documented policies and procedures including the Code of Ethics and Conduct. The role acts independently and in collaboration with the Facilities Lead in performing its core work and applies specialised knowledge, skills and professional judgement to achieve outcomes. This role also consults with the Facilities Lead on matters that are sensitive and/or contentious to agree on a suitable way forward.

Reporting line

Facilities Lead

Direct reports

Facilities Administrator

Budget/Expenditure

N/A

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 behaviours expected at each level.

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	• Adapt existing skills to new situations • Show commitment to achieving work goals • Show awareness of own strengths and areas for growth, and develop and apply new skills • Seek feedback from colleagues and stakeholders • Stay motivated when tasks become difficult	Intermediate

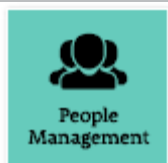|			
Relationships	**Commit to Customer Service** Provide customer-focused services in line with public sector and organisational objectives	• Take responsibility for delivering high-quality customer-focused services • Design processes and policies based on the customer's point of view and needs • Understand 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
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
	Plan and Prioritise Plan to achieve priority outcomes and respond flexibly to changing circumstances	• Consider the future aims and goals of the team, unit and organisation when prioritising own and others' work • Initiate, prioritise, consult on and develop team and unit goals, strategies and plans • Anticipate and assess the impact of changes, including government policy and economic conditions, on team and unit objectives and initiate appropriate responses • Ensure current work plans and activities support and are consistent with organisational change initiatives • Evaluate outcomes and adjust future plans accordingly	Adept
	Think and Solve Problems Think, analyse and consider the broader context to develop practical solutions	• Identify the facts and type of data needed to understand a problem or explore an opportunity • Research and analyse information to make recommendations based on relevant evidence • Identify issues that may hinder the completion of tasks and find appropriate solutions • Be willing to seek input from others and share own ideas to achieve best outcomes • Generate ideas and identify ways to improve systems and processes to meet user needs	Intermediate

Technology Understand and use available technologies to maximise efficiencies and effectiveness	• Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks • Use available technology to improve individual performance and effectiveness • Make effective use of records, information and knowledge management functions and systems • Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies	Intermediate
Manage and Develop People Engage and motivate staff, and develop capability and potential in others	• Collaborate to set clear performance standards and deadlines in line with established performance development frameworks • Look for ways to develop team capability and recognise and develop individual potential • Be constructive and build on strengths by giving timely and actionable feedback • Identify and act on opportunities to provide coaching and mentoring • Recognise performance issues that need to be addressed and work towards resolving issues • Effectively support and manage team members who are working flexibly and in various locations • Create a safe environment where team members' diverse backgrounds and cultures are considered and respected • Consider feedback on own management style and reflect on potential areas to improve	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.

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	Intermediate
	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Intermediate
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
Relationships	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Intermediate
	Work Collaboratively	Collaborate with others and value their contribution	Foundational
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Foundational
Results	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Foundational
Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Intermediate
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Intermediate
	Project Management	Understand and apply effective planning, coordination and control methods	Foundational
People Management	Inspire Direction and Purpose	Communicate goals, priorities and vision, and recognise achievements	Foundational
	Optimise Business Outcomes	Manage people and resources effectively to achieve public value	Foundational
	Manage Reform and Change	Support, promote and champion change, and assist others to engage with change	Foundational