

Role Description

Manager, Facilities Management



Regional
NSW

Cluster	Regional NSW
Agency	Department of Regional NSW
Division/Branch/Unit	Public Works Advisory and Regional Development
Location	NSW
Classification/Grade/Band	Clerk Grade 9/10
ANZSCO Code	251312
PCAT Code	1124592
Date of Approval	June 2016 (updated August 2020)
Agency Website	www.drnswnsw.gov.au or www.publicworks.nsw.gov.au

Agency overview

The Department of Regional NSW was formed in 2020 as a central agency for regional issues. The Department is responsible for building resilient regional economies and communities, strengthening primary industries, managing the use of regional land, overseeing the state's mineral and mining resources and ensuring government investment in regional NSW is fair and delivers positive outcomes for local communities and businesses.

Public Works Advisory (PWA) is part of the Department of Regional NSW and supports local and state government agencies to deliver critical infrastructure initiatives by providing expert advisory, planning, design, delivery and support services. There's nothing abstract about what we do. Just look around. Our work is in the hospitals, dams, water treatment plants and high schools – the real foundations of prosperous communities. Every day we help shape the ambitious projects that bring progress to more people in NSW. From forging a more sustainable relationship with the land around us, to engineering the big ideas of the future. In every challenge we see the chance to build stronger and more connected communities. We do this by developing solutions that show creativity and grassroots ingenuity, providing impartial advice and support at all levels of government and the private sector, and partnering with experts to maximise the benefits of our knowledge and experience.

In PWA offices all over the state, you'll find local expertise for local issues. We uncover the best talent, scrutinise cost and risk, and bridge the gap between private sector and government. By managing these nuances, projects we work on don't just get done, they become benchmarks others aspire too.

Primary purpose of the role

This role manages strategic and operational projects and contracts to meet organisational objectives relating to Facilities Management, including hard and soft services.

Key accountabilities

- Manage the planning and delivery of complex projects relating to Facilities Management, applying sound management principles to deliver organisational initiatives

- Manage the improvement of Facilities Management, including developing project plans; identifying and coordinating resources; analysing contract performance; managing budgets, supplier and contract management across all related services and meeting reporting requirements
- Continuously monitor and evaluate initiatives to improve Facilities Management, including risk and contingency management, benefits realisation, project impact, quality measures and contract management
- Manage internal and external stakeholders to successfully deliver all key milestones and outcomes
- Develop and maintain stakeholder relationships through effective communication, negotiation and issues management to ensure project deliverables are met
- Promote the public sector values of integrity, trust, service and accountability, and the organisation's Code of Conduct and manage business processes to ensure the proactive identification of risk and the review and improvement of systems designed to minimise or eliminate fraud and corruption

Key challenges

- Consulting and negotiating with diverse stakeholders given the complexity and sensitivity of issues relating to Facilities Management within timelines
- Balancing competing demands to ensure outcomes are achieved
- Managing teams that comprise members with a diverse range of skills and nurturing these skills to achieve maximum impact for Facilities Management

Key relationships

Who	Why
Internal	
Manager	<ul style="list-style-type: none"> • Provide advice and report on the status of projects and initiatives designed to support Facilities Management • Escalate issues and provide solutions • Deliver tasks assigned by manager
Work Team	<ul style="list-style-type: none"> • Inspire and motivate team, provide direction and manage performance • Guide, support, coach and mentor team members
External	
Customers/Stakeholders	<ul style="list-style-type: none"> • Develop and maintain effective relationships to facilitate outcomes • Resolve and provide solutions to issues • Provide advice and influence outcomes
Vendors and Service providers	<ul style="list-style-type: none"> • Liaise with suppliers • Administer contracts
Industry professionals/consultants	<ul style="list-style-type: none"> • Seek/maintain specialist knowledge/advice and collaboration on and keep up to date with industry best practice • Participate in forums, groups to represent the agency and share information

Role dimensions

Decision making

This role has autonomy and makes decisions that are under their direct control. It refers to the manager decisions that require significant change to program outcomes or timeframes or are likely to escalate or require submission to a higher level of management. This role is fully accountable for the delivery of work assignments on time and to expectations in terms of quality, deliverables and outcomes. This role submits reports, business cases and other forms of written advice with minimal input from the manager.

Reporting line

Senior Manager, Facilities Management

Direct reports

2 x Senior Facilities Officers

Budget/Expenditure

As per the Department's Financial Delegations

Key knowledge and experience

- Experience in facilities management or building services
- Demonstrated ability to prioritise work within tight operational and financial deadlines

Essential requirements

- Tertiary qualifications in Strategic Asset/Facilities Management, Contract Management, Procurement or a related field, or relevant industry experience
- Current and valid NSW driver license

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	Act with Integrity Be ethical and professional, and uphold and promote the public sector values	<ul style="list-style-type: none"> • Represent the organisation in an honest, ethical and professional way and encourage others to do so • Act professionally and support a culture of integrity • Identify and explain ethical issues and set an example for others to follow • Ensure that others are aware of and understand the legislation and policy framework within which they operate • Act to prevent and report misconduct and illegal and inappropriate behaviour 	Adept
	Communicate Effectively Communicate clearly, actively listen to others, and respond with understanding and respect	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Use own and others' expertise to achieve outcomes, and take responsibility for delivering intended outcomes • Make sure staff understand expected goals and acknowledge staff success in achieving these • Identify resource needs and ensure goals are achieved within set budgets and deadlines • Use business data to evaluate outcomes and inform continuous improvement 	Adept






		<ul style="list-style-type: none"> Identify priorities that need to change and ensure the allocation of resources meets new business needs Ensure that the financial implications of changed priorities are explicit and budgeted for 	
	Procurement and Contract Management Understand and apply procurement processes to ensure effective purchasing and contract performance	<ul style="list-style-type: none"> Understand and comply with legal, policy and organisational guidelines and procedures relating to purchasing Conduct delegated purchasing activities in line with procedures Work with providers, suppliers and contractors to ensure that outcomes are delivered in line with time and quality requirements 	Intermediate
	Manage and Develop People Engage and motivate staff, and develop capability and potential in others	<ul style="list-style-type: none"> 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	Adept
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Intermediate
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
 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	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Adept
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Adept
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Intermediate
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Intermediate
	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Intermediate
	Project Management	Understand and apply effective planning, coordination and control methods	Adept
 People Management	Inspire Direction and Purpose	Communicate goals, priorities and vision, and recognise achievements	Intermediate
	Optimise Business Outcomes	Manage people and resources effectively to achieve public value	Intermediate
	Manage Reform and Change	Support, promote and champion change, and assist others to engage with change	Intermediate