

Role Description

Manager, Maintenance and Cleaning

Cluster	Education
Agency	NSW Department of Education
Division/Branch/Unit	SINSW/Asset Performance
Location	Sydney
Classification/Grade/Band	Clerk Grade 11/12
Role Number	158054
ANZSCO Code	224999
PCAT Code	1322224
Date of Approval	
Agency Website	www.dec.nsw.gov.au

Agency overview

The NSW Department of Education serves the community by leading the provision of world-class education. The department protects young children by regulating preschool and long day care providers. Once children move into school, we provide them with a world-class primary and secondary education. We also work to advance the wellbeing of Aboriginal people.

School Infrastructure NSW (SINSW) is delivering new school buildings, major upgrades and maintenance strategies to ensure every school-aged child has access to high quality education facilities at their local public school. This encompasses the largest investment in public education infrastructure in the history of NSW.

Primary purpose of the role

Manage the implementation of strategies that support the maintenance and cleaning of schools to meet the Department of Education (DoE) integral requirements for safe and clean facilities

Key accountabilities

- Provide strategic advice to the Director Asset Performance and other senior staff on the management of DoE facilities maintenance contracts to inform decision making.
- Develop and implement maintenance and cleaning policies, procedures and systems to meet Department objectives
- Lead and manage the Facilities Management (FM) team to ensure the delivery of efficient, effective and client focused maintenance and cleaning services to schools.
- Manage the administration of the current FM contract and advise on the development of future contracts.

- Build and maintain collaborative working relationships with contractors to facilitate the delivery of maintenance and cleaning services to schools
- Review, analyse and evaluate the performance of maintenance and cleaning contracts to ensure compliance to associated conditions.
- Work closely with contractors to identify opportunities to improve the effectiveness of maintenance and cleaning services
- Liaising with internal and external stakeholders to implement improvements to maintenance and cleaning contracts and enhance their effectiveness

Key challenges

- Negotiating with and influencing a range of diverse stakeholders with competing priorities in the development and implementation of maintenance and cleaning contracts
- Managing complex or sensitive issues with contractors where there has been failure to meet the conditions of the contract.

Key relationships

Who	Why
Internal	
Director, Asset Performance	<ul style="list-style-type: none"> • Provide strategic advice on the management of DoE facilities maintenance contracts. • Receive direction, guidance, support and performance feedback
FM Unit staff	<ul style="list-style-type: none"> • Lead and provide direction, guidance, support and performance feedback
Directors, Asset Management Units and staff	<ul style="list-style-type: none"> • Work collaboratively to maintain effective working relationships and high level of communication. Consult and provide direction on management procedures and systems
School Principal representatives	<ul style="list-style-type: none"> • Provide a strong customer focused service and ensure school staff are aware of the extent of services available.
External	
Facilities management contractors & Properties NSW	<ul style="list-style-type: none"> • Maintain and develop effective and collaborative working relationships with relevant FM Contractors and Properties NSW management staff to ensure the Departments requirements for facilities management is provided in an efficient and effective manner.

Role dimensions

Decision making

Makes decisions on issues relating to the day to day management of maintenance and cleaning contracts. Provides sound advice and specific strategic and operational support to inform decisions on issues that have significant impact on the Directorates functionality. In matters that are sensitive, high-risk or business-critical, consults with the Director Asset Performance to agree on decisions to support a suitable course of action. Any decisions involving legislative changes, delegation beyond the role's authorised amounts or increases of funding beyond approved budget levels, are referred to the Executive Director Asset Management.

Reporting line

Director, Asset Performance

Direct reports

3

Budget/Expenditure

Financial delegation of up to \$75,000.

Essential requirements

Tertiary qualifications in building, facilities management or equivalent workplace experience.

Demonstrated sound understanding of service contracts

Knowledge of and commitment to the department's Aboriginal education policies.

Sound understanding of infrastructure in the context of SINSW's services, client base and stakeholders.

Knowledge of and a commitment to the Department's Work Health and Safety (WHS) Policy



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.

W Public Sector Capability Framework

Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Adept
	Act with Integrity	Adept
	Manage Self	Advanced
	Value Diversity	Intermediate
 Relationships	Communicate Effectively	Advanced
	Commit to Customer Service	Advanced
	Work Collaboratively	Adept
	Influence and Negotiate	Advanced
 Results	Deliver Results	Advanced
	Plan and Prioritise	Adept
	Think and Solve Problems	Advanced
	Demonstrate Accountability	Adept
 Business Enablers	Finance	Intermediate
	Technology	Adept
	Procurement and Contract Management	Adept
	Project Management	Intermediate
 People Management	Manage and Develop People	Adept
	Inspire Direction and Purpose	Intermediate
	Optimise Business Outcomes	Adept
	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	<ul style="list-style-type: none"> 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

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Relationships Communicate Effectively	Advanced	<ul style="list-style-type: none"> • Take the initiative and act in a decisive way • 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
Relationships Commit to Customer Service	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
Relationships Influence and Negotiate	Advanced	<ul style="list-style-type: none"> • Influence others with a fair and considered approach and present persuasive counter-arguments • Work towards mutually beneficial win/win outcomes • Show sensitivity and understanding in resolving acute and complex conflicts • Identify key stakeholders and gain their support in advance • Establish a clear negotiation position based on research, a firm grasp of key issues, likely arguments, points of difference and areas for compromise • Pre-empt and minimise conflict within the organisation and with external stakeholders
Results Deliver Results	Advanced	<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 • Seek and apply the expertise of key individuals to achieve organisational outcomes

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Results Think and Solve Problems	Advanced	<ul style="list-style-type: none"> • Undertake objective, critical analysis to draw accurate conclusions that recognise and manage contextual issues • Work through issues, weigh up alternatives and identify the most effective solutions • Take account of the wider business context when considering options to resolve issues • Explore a range of possibilities and creative alternatives to contribute to systems, process and business improvements • Implement systems and processes that underpin high quality research and analysis
Business Enablers Procurement and Contract Management	Adept	<ul style="list-style-type: none"> • 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
People Management Manage and Develop People	Adept	<ul style="list-style-type: none"> • 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