

Role Description

Senior Manager Facilities



Cluster	Stronger Communities
Department/Agency	NSW State Emergency Service
Division/Branch/Unit	Finance Asset and Business Services
Location	State Headquarters
Classification/Grade/Band	Clerk Grade 11/12
ANZSCO Code	149411
Role Number	TBA
PCAT Code	2227221
Date of Approval	October 2021
Agency Website	www.ses.nsw.gov.au

Agency overview

Our Mission: NSW SES saving lives and creating safer communities.

Our Vision: A trusted volunteer-based emergency service, working together to deliver excellence in community preparedness and emergency response.

The NSW State Emergency Service (NSW SES) is an emergency and rescue service made up almost entirely of volunteers and supported by a small staff contingent. NSW SES is a key influencer of other emergency service agencies and works closely with these partners to modernise and grow volunteering to save lives and protect communities

While major responsibilities are for flood, storm operations and tsunamis, the NSW SES also provides the majority of general rescue effort in the rural parts of the state. This includes road accident rescue, vertical rescue, bush search and rescue, evidence searches (both metropolitan and rural), other forms of specialist rescue that may be required due to local threats, Urban Search and Rescue and Community First Response.

Primary Purpose of the role

The Senior Manager Facilities provides strategic leadership, coordination and management of the NSW SES facilities including its property portfolio, capital works, construction activities and fitout projects across Metropolitan and Regional NSW.

Key accountabilities

- Lead the NSW SES property portfolio including forward planning, leasing and other contractual negotiations and ensure that property maintenance expenditure and budgets are executed with due consideration of cost, risk, business continuity, within the budget, including reporting of key issues and solutions
- Lead the management of accommodation projects, repairs, fitouts and other facilities related activities, and develop and implement controls that identify and manage risks associated with facilities maintenance and management
- Work with the Executive to develop and then deliver on a long term strategic approach to the Agency's accommodation needs
- Actively project manage and oversight any infrastructure / construction activities being undertaken by local councils in relation to Unit facilities or with Property NSW for staffed accommodation
- Monitor, analyse and report on facilities management performance and investment to recommend appropriate strategies and capital requirements for asset management planning ensuring compliance with asset management principles
- Provide expert advice and recommendations, including preparation of complex briefings, correspondence and reports, to the Director and the Strategic Leadership Team to contribute to effective decision making and ensure strategic asset management requirements are met
- Manage cost effective facilities acquisition, maintenance and disposal programs to effectively support agency budget and financial reporting requirements
- Build and maintain effective working relationships with key internal stakeholders including Facilities Coordinators, Zone Commanders and MBSS across the State to ensure optimisation of property occupancy and asset utilisation pursuant to building and statutory standards
- Lead, manage and plan to ensure effective and compliant utilisation of assets and resources (includes encouraging and supporting mobility, responsibility for budget/financial performance, and compliance with governance, work health & safety and other requirements)

Key challenges

- Keeping abreast of broader government asset management principles and strategies to ensure the agency addresses Government requirements
- Effectively leading the strategic asset management of NSW SES facilities, given the range of geographical locations and number of facilities across the state
- Ensure current and future accommodation needs are met whilst effectively planning in line with strategic direction, government asset management frameworks and organisational goals

Key relationships

Who	Why
Internal	
Director Finance Asset & Business Services	<ul style="list-style-type: none"> Receive advice and report on progress towards business objectives and discuss future directions Provide expert advice and contribute to decision making and Identify emerging issues/risks and their implications and propose solutions
Senior Manager Procurement and Logistics	<ul style="list-style-type: none"> Provide expert advice and contribute to decision making regarding procurement of assets and contract management
Senior Executives/Senior Managers	<ul style="list-style-type: none"> Provide expert advice and support to address complex needs and issues
Work Team	<ul style="list-style-type: none"> Lead, direct, manage and support performance and development Guide, support, coach and mentor to develop capabilities and a business-partnering approach to stakeholders/clients
Zone Commanders and Manager Business Services Support	<ul style="list-style-type: none"> Provide expert advice and support to address complex needs and issues
NSW SES Stakeholders	<ul style="list-style-type: none"> Provide expert advice on related issues and strategies Optimise engagement to achieve defined outcomes Manage expectations and resolve issues
External	
Key Stakeholders	<ul style="list-style-type: none"> Consult and negotiate on the development, delivery and evaluation of strategies and activities Manage expectations and resolve issues
NSW Councils	<ul style="list-style-type: none"> Build and maintain a collaborative and effective relationship with councils across the State to support the availability and management of facilities for members
Vendors/Service Providers and Consultants	<ul style="list-style-type: none"> Communicate needs, facilitate business transactions and resolve issues Negotiate and approve contracts and service agreements and variations Manage contracts and monitor the provision of service to ensure compliance with contract and service agreements Develop, co-ordinate and deliver supplier development programs to shape markets to meet current and future needs
Other NSW Government Agencies	<ul style="list-style-type: none"> Establish networks to enable performance and benchmarking Collaborate on cross agency or whole of government projects/programs Influence the development of policy, programs and services

Role dimensions

Decision making

The role has autonomy in managing the facilities functions in line with finance and government legislation. Complex matters are managed in consultation with the Director Finance Asset and Business Services.

The role develops policy and practice in consultation with the Director Finance Asset and Business Services.

Reporting line

This role reports directly to the Director Finance Asset and Business Services

Direct reports

This role has 4 direct reports;

Manager Facilities

Principal Advisor Facilities

Project Advisor (temporary)

Budget/Expenditure

Salaries: \$1.2 million

Operating: \$3.5 million

Essential requirements

- Demonstrated extensive experience in facilities management and developing asset and facilities strategies to support business outcomes
- Demonstrated experience in all levels of procurement and contract management
- Thorough knowledge of AIIMS principles and processes, and/or willingness to obtain competence within 12 months


You may be required to participate in activities to support the agency during operational or emergency responses at NSW SES locations in the state, where the requirements are within the scope of your skills, knowledge and capabilities. You may also be required to participate in an on-call roster.

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.

NSW Public Sector Capability Framework		
Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Advanced
	Act with Integrity	Advanced
	Manage Self	Adept
	Value Diversity and Inclusion	Adept
 Relationships	Communicate Effectively	Advanced
	Commit to Customer Service	Adept
	Work Collaboratively	Adept
	Influence and Negotiate	Adept
 Results	Deliver Results	Adept
	Plan and Prioritise	Adept
	Think and Solve Problems	Advanced
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Adept
	Technology	Adept
	Procurement and Contract Management	Adept
	Project Management	Adept
 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 Display Resilience and Courage	Advanced	<ul style="list-style-type: none"> Remain composed and calm and act constructively in highly pressured and unpredictable environments Give frank, honest advice in response to strong contrary views Accept criticism of own ideas and respond in a thoughtful and considered way Welcome new challenges and persist in raising and working through novel and difficult issues Develop effective strategies and show decisiveness in dealing with emotionally charged situations and difficult or controversial issues
Personal Attributes Act with Integrity	Advanced	<ul style="list-style-type: none"> Model the highest standards of ethical and professional behaviour and reinforce their use Represent the organisation in an honest, ethical and professional way and set an example for others to follow Promote a culture of integrity and professionalism within the organisation and in dealings external to government Monitor ethical practices, standards and systems and reinforce their use Act promptly on reported breaches of legislation, policies and guidelines
Relationships Communicate Effectively	Advanced	<ul style="list-style-type: none"> Present with credibility, engage diverse audiences and test levels of understanding Translate technical and complex information clearly and concisely for diverse audiences Create opportunities for others to contribute to discussion and debate Contribute to and promote information sharing across the organisation Manage complex communications that involve understanding and responding to multiple and divergent viewpoints Explore creative ways to engage diverse audiences and communicate information Adjust style and approach to optimise outcomes Write fluently and persuasively in plain English and in a range of styles and formats
Relationships Work Collaboratively	Adept	<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
Results	Advanced	<ul style="list-style-type: none"> Undertake objective, critical analysis to draw accurate conclusions that recognise and manage contextual issues

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Think and Solve Problems		<ul style="list-style-type: none"> • Work through issues, weigh up alternatives and identify the most effective solutions in collaboration with others • Take account of the wider business context when considering options to resolve issues • Explore a range of possibilities and creative alternatives to contribute to system, process and business improvements • Implement systems and processes that are underpinned by high-quality research and analysis • Look for opportunities to design innovative solutions to meet user needs and service demands • Evaluate the performance and effectiveness of services, policies and programs against clear criteria
Business Enablers Procurement and Contract Management	Adept	<ul style="list-style-type: none"> • Apply legal, policy and organisational guidelines and procedures relating 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 • Be aware of procurement and contract management risks, and actions to manage or mitigate risk in monitoring contract performance • 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, 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
People Management Optimise Business Outcomes	Adept	<ul style="list-style-type: none"> • Initiate and develop longer-term goals and plans to guide the work of the team in line with organisational objectives • Allocate resources to ensure the achievement of business outcomes and contribute to wider workforce planning • When planning resources, implement processes that encourage the attraction and retention of people of diverse cultures, backgrounds and experiences

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none">• Ensure that team members base their decisions on a sound understanding of business and risk management principles, applied in a public sector context• Monitor performance against standards and take timely corrective actions• Keep others informed about progress and performance outcomes