

Role Description

Property Manager Parliamentary Precinct



Cluster	Department of Parliamentary Services
Agency	NSW Parliament
Group/Division/Branch	People, Property & Security Branch
Location	Sydney CBD
Classification/Grade/Band	Clerk Grade 9/10
ANZSCO Code	NA
PCAT Code	NA
Date of Approval	January 2021
Agency Website	www.parliament.nsw.gov.au

Agency Overview

Administratively, the Parliament comprises three main Departments: the Department of Parliamentary Services (DPS); Department of the Legislative Council (LC); and the Department of the Legislative Assembly (LA). The Chief Executive is the head of the Department of Parliamentary Services, the Clerk of the Legislative Council and Clerk of the Legislative Assembly are the heads of their respective House Departments. These House Departments are responsible for providing procedural advice to the Council and Assembly, and their respective members, on parliamentary proceedings in each House and their Committees, undertaking protocol functions, providing corporate and executive support, House specific administrative/research services and generating content/engagement strategies relating to the activities of the House and its committees.

DPS is responsible for providing corporate and other common services across the Parliament as a whole. It comprises the following Divisions; Parliament Services and Corporate Services, and two project Branches; Digital Transformation and Capital Works Strategy Delivery.

The Parliament Services Division comprises administrative and support services specific to the institution of Parliament. This includes the Hansard, Library and Research Branch, the Communications, Engagement and Education branch and the Parliamentary Catering Unit.

The Corporate Services Division comprises of the corporate functions that provide services to all staff and Members across Parliament House. This includes: the Financial Services & Governance Branch; People, Property & Security Branch; IT Services Unit; and the Planning, Insights & Performance Unit.

The Parliament's ultimate governance body includes the Presiding Officers and the Chief Executive, DPS and the Clerks of the Legislative Council and Legislative Assembly, supported by a contemporary governance framework.

Primary purpose of the role

The Property Manager is responsible for the overall day to day building operations and delivery of the building maintenance, asset management, collections management and cleaning programs for the heritage listed NSW Parliament located on Macquarie St Sydney to ensure safe and effective delivery of operational services and, the built environment is responsibly and effectively managed.

Key accountabilities

- Manage the delivery of an integrated, cost effective and high quality building operations and facility services for the NSW Parliament including, building maintenance, asset management and cleaning programs including housekeeping services, collections management and logistics for the day to day site operation, upkeep and preservation of the heritage listed parliamentary buildings.
- Facilitate and oversee building requests for repairs, preventative and reactive maintenance, mechanical and heating ventilation and air conditioning (HVAC), essential services, central plant, water supplies (to the State Library and Sydney Hospital) electrical, hydraulic, lifts and Building Management Control Systems (BMCS), signage, cleaning, waste removal and utilities management in accordance with the Property Management strategic plans and relevant building codes and standards.
- Provide leadership and manage the performance and development of property and facilities staff including Cleaners, Property Officer, Maintenance Administrator, Building Maintenance Technicians, Logistics Officer, Trades and specialist contractors to implement best practice processes to increase efficiency across all areas of property services
- Evaluate and review maintenance contracts (preventative and reactive) in collaboration with the Property Officer to ensure currency and KPI's are being met and regular inspections are undertaken during the life of the contract to ensure agreed services levels and customer expectations are being met.
- Management of critical incident and emergency services and act as a leading member of the Emergency Control Committee for emergencies and critical incidents that may arise including maintenance of the emergency response plan including the coordination of a fire safety plan, fire drills and emergency information
- Prepare and monitor maintenance expenditure and update maintenance budgets and issue reports where required to ensure facilities management is kept within budget.
- Manage the Property Services dashboard and provide regular reports on a range of KPI's to management in regard to building operations and services.
- Collaborate with the Capital Works Branch to provide specialist building knowledge and advice – in particular in regard to heritage and the blue print of the parliamentary precinct
- Manage and coordinate corporate accommodation for members and ministers and the beginning of each new parliament or when renovations/refurbishments occur.
- Assist the Senior Property Manager in the strategic development, review and implementation of long-term maintenance, asset management and cleaning plans, fire and safety management plans, policies and procedures, administrative systems and replacement of facilities across the precinct to ensure compliance with relevant building and Australian standards, policies and procedures

- Establish and build strong relationships with various internal and external stakeholders to ensure the quality customer service and successful delivery of the property and asset management strategies for building operations of NSW Parliament
- Manage and participate in an after- hours *on call* roster for response to alarms received from the Building Monitoring Control System (BMCS), or calls from the Security Control Room for emergency faults in the building systems.

Key challenges

- To be proactive and responsive to building occupants and adhere to organisational requirements whilst ensuring tight time frames are met in delivery of service.
- Carrying out the maintenance requirements to ensuring compliance is met with minimal or no disruptions to Parliamentary procedures and operation.
- Communicating often complex specialist, technical information to internal stakeholders and decision makers who may have limited technical or subject matter knowledge.

Key relationships

Who	Why
Internal	
Senior Property Manager	<ul style="list-style-type: none"> • Receive leadership and guidance, provide regular updates, make suggestions • Escalate issues and propose solutions, • make suggestions and contribute to decision making • Collaborate on maintenance and operational related issues, processes and tools to ensure alignment with best practice and continual improvement
Direct Reports	<ul style="list-style-type: none"> • Lead, guide, support, coach and mentor team members • Manage performance development and training • Facilitate meetings to obtain working group perspective and share information
Clients/Customers	<ul style="list-style-type: none"> • Develop and maintain effective relationships and open channels of communication • Manage expectations and provide service
External	
Customers/Stakeholders	<ul style="list-style-type: none"> • Develop and maintain effective relationships and open channels of communication • Manage expectations and provide services

Role dimensions

Decision making

This position works to agreed priorities within the parameters of the maintenance and asset management programs and the necessary day to day operations of the Parliamentary precinct, whilst maintaining a degree of independence in developing a suitable approach in managing work tasks, and providing regular updates and reports to the Property Manager.

Reporting line

This role reports directly to the Senior Property Manager.

Direct reports

- Property Officer
- Maintenance Administration Officer
- Building Maintenance Technicians
- Carpenter
- Other trade specialists and Contractors
- Collections & Heritage Coordinators
- Cleaning Team

Budget/Expenditure

TBC

Essential Requirements

- Relevant tertiary qualifications in building and facilities management or relevant trade and/or proven significant experience in buildings and facilities management and operations including strategic, financial, safety and risk management aspects as well as asset management planning, in particular for Heritage sites.
- Proven leadership and relationship building skills with the capacity to lead, motivate and manage a diverse, multi-disciplinary team in a complex environment
- Excellent interpersonal and communication skills, including high-level oral and written communication skills, for use in the preparation of detailed reports and reviews as well as demonstrated negotiation, mediation and conflict resolution skills
- Broad knowledge of general trade maintenance and management of building works, including operation and fault finding of mechanical, HVAC, electrical, fire, hydraulic, vertical transportation, BMCS, environmental sustainability as well as cleaning and proven knowledge of managing building fabric (modern and heritage significance), fittings, furniture and moveable heritage
- Demonstrated knowledge and understanding of relevant building codes, legislation, regulations, WHS and safe work practices as well as environmental requirements and energy management.
- Well-developed organisational skills and demonstrated ability to successfully manage the delivery of a significant integrated building operations maintenance and asset management within tight timeframes, quality, procedural and financial parameters.

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	<ul style="list-style-type: none">• Keep up to date with relevant contemporary knowledge and practices• Look for and take advantage of opportunities to learn new skills and develop strengths• Show commitment to achieving challenging goals• Examine and reflect on own performance• Seek and respond positively to constructive feedback and guidance• Demonstrate and maintain a high level of personal motivation	Advanced

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
	Communicate Effectively Communicate clearly, actively listen to others, and respond with understanding and respect	<ul style="list-style-type: none"> • Focus on key points and speak in plain English • Clearly explain and present ideas and arguments • Listen to others to gain an understanding and ask appropriate, respectful questions • Promote the use of inclusive language and assist others to adjust where necessary • Monitor own and others' non-verbal cues and adapt where necessary • Write and prepare material that is well structured and easy to follow • Communicate routine technical information clearly 	Adept
	Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives	<ul style="list-style-type: none"> • 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
	Deliver Results Achieve results through the efficient use of resources and a commitment to quality outcomes	<ul style="list-style-type: none"> • 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 	Adept






FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
 Results	Plan and Prioritise Plan to achieve priority outcomes and respond flexibly to changing circumstances	<ul style="list-style-type: none"> Understand the team and unit objectives and align operational activities accordingly Initiate and develop team goals and plans, and use feedback to inform future planning Respond proactively to changing circumstances and adjust plans and schedules when necessary Consider the implications of immediate and longer-term organisational issues and how these might affect the achievement of team and unit goals Accommodate and respond with initiative to changing priorities and operating environments 	Adept
 Business Enablers	Technology Understand and use available technologies to maximise efficiencies and effectiveness	<ul style="list-style-type: none"> Identify opportunities to use a broad range of technologies to collaborate Monitor compliance with cyber security and the use of technology policies Identify ways to maximise the value of available technology to achieve business strategies and outcomes Monitor compliance with the organisation's records, information and knowledge management requirements 	Adept
 People Management	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 	Adept

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	Intermediate
 Relationships	Work Collaboratively	Collaborate with others and value their contribution	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	Adept
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Adept
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Adept
	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	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