

Role Description

Workplace Experience and Facilities Manager



Regional
NSW

Cluster	Regional NSW
Agency	Department of Regional NSW
Group/Division/Branch	Strategy, Corporate & Performance/Finance, Property, Procurement & Fleet /Strategic Property & Fleet
Location	Coffs Harbour/Wollongbar
Classification/Grade/Band	Clerk Grade 9/10
Role Family <i>(internal use only)</i>	Bespoke/ Procurement & Contract Administration/ Deliver
ANZSCO Code	139999
PCAT Code	1222492
Date of Approval	November 2022
Agency Website	www.nsw.gov.au/regional-nsw

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.

Primary purpose of the role

The Workplace Experience and Facilities Manager leads the workplace services and facility management function and customer relationship services across the corporate property, facilities and fleet function of the Department.

The role is responsible for delivering contemporary workplace experience and facility management support services across multiple locations for the Regional NSW Cluster and for customer relationship and service provider management across a significant region within NSW which encompasses the Mid to Far North Coast and Northern inland NSW to the Queensland border. The role also supports all other sites across NSW

Key accountabilities

- Manage the workplace experience and facilities management function for DRNSW and the Regional NSW cluster through the establishment, implementation, oversight and the development of contemporary workplace and facilities management services which provides people in the Regional NSW Cluster with a superior workplace experience.
- Set-up workplace experience and facility management frameworks, procedures, communication resources, people resourcing and budget model for the Regional NSW Cluster.
- Manage the relationship between key internal stakeholder groups and customers within DRNSW to develop and deliver services and advice and implement fit for purpose property, facilities and fleet strategies, programs, tools and best practice solutions that respond to current and future business needs

and priorities.

- Manage key service provider relationships ensuring services are provided in line with agreements whilst developing strategies and negotiating to continually improve levels of service by reviewing processes that increase efficiency and provide more meaningful and appropriate critical business information.
- Provide high level advice and lead the development and implementation of effective and efficient projects with a specific focus on workplace, property and facilities.
- Manage the development and delivery of a range of property and fleet project and business documentation and leadership in the development and implementation of workplace and facility management policies, procedures and analytical reporting.
- Provide business advice and customer relationship services for assigned divisions across the corporate property, facilities and fleet function of the Department.

Key challenges

- Prepare and finalise accurate and detailed property, facilities and workplace management reports in a timely manner to meet corporate and internal business requirements.
- Build the confidence and support of stakeholders, clients and peers to manage diverse and frequently urgent and competing business requests and demand deadlines in a complex, demanding environment of significant change.

Key relationships

Who	Why
Internal	
Senior Manager Strategic Property and Fleet	<ul style="list-style-type: none">• Liaise to receive instructions and understand work priorities.• Assist provision of financial and budgetary support in the Branch's role as financial business partner to the Department and senior management.• Keep informed of and provide advice and recommendations on new or emerging issues.• Contribute to work program development, business process improvement and team business outcomes.
Division / Entity Executives and Senior Managers	<ul style="list-style-type: none">• Develop and maintain effective collaborative relationships.• Provide high level strategic advice and support on business area financial management and sustainability.• Liaise to understand changing business or program needs and monitor timelines for reporting deadlines.• Provide information and support to interpret financial policies, frameworks, regulations and principles and procedures.
Team member	<ul style="list-style-type: none">• Provide leadership, guidance, professional advice and support to manage workloads and resolve complex or demanding service requests• Work collaboratively to achieve business outcomes.• Provide constructive performance feedback and develop skills.• Encourage contribution of ideas to improve branch / team, program, service delivery and work performance and outcomes.

Shared service functions	<ul style="list-style-type: none"> • Develop and maintain effective working relationships.
External	
Stakeholders	<ul style="list-style-type: none"> • Participate in forums, groups to represent agency and share information. • Participate in discussions regarding innovation and best practice. • Engage with relevant stakeholders/customers to open channels of communication, provide expert advice, gather and exchange relevant information.
Client/Customers	<ul style="list-style-type: none"> • Promote a client-focused approach to service delivery at all times • Assist senior management in developing client specific fleet strategies

Role dimensions

Decision making

The Workplace Experience and Facilities Manager:

- receives advice and guidance from the Senior Manager Strategic Property and Fleet and from Divisional managers and has responsibility for delivering teamwork priorities within the overall agreed work program
- is required to comply and make decisions and recommendations within applicable sector and Department legislation, financial policy, frameworks and procedures.

Reporting line

The role reports to the Senior Manager Strategic Property and Fleet

Direct reports

One plus management of people under contracted service agreements

Budget/Expenditure

Nil

Key knowledge and experience

- Significant workplace services and facility management experience in a similar sized multi-faceted organisation.

Essential requirements

- Current NSW Driver's licence and willingness to drive to locations which may include overnight stays.

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.


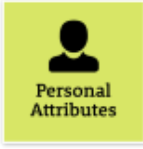

The capabilities are separated into focus capabilities and complementary capabilities

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	Display Resilience and Courage Be open and honest, prepared to express your views, and willing to accept and commit to change	<ul style="list-style-type: none"> • Be flexible, show initiative and respond quickly when situations change • Give frank and honest feedback and advice • Listen when ideas are challenged, seek to understand the nature of the comment and respond appropriately • Raise and work through challenging issues and seek alternatives • Remain composed and calm under pressure and in challenging situations 	Adept
 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 	Adept
 Relationships	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



Commit to Customer Service

Provide customer-focused services in line with public sector and organisational objectives

- Promote a customer-focused culture in the organisation and consider new ways of working to improve customer experience
- Ensure systems are in place to capture customer service insights to improve services
- 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 and encourage new ideas and innovative approaches
- Ensure that the organisation's systems, processes, policies and programs respond to customer needs

Advanced



Deliver Results

Achieve results through the efficient use of resources and a commitment to quality outcomes

- 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
- 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

Adept



Think and Solve Problems

Think, analyse and consider the broader context to develop practical solutions

- Research and apply critical-thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence
- Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience
- Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience
- Seek contributions and ideas from people with diverse backgrounds and experience
- Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness
- Identify and share business process improvements to enhance effectiveness

Adept



Procurement and Contract Management

Understand and apply procurement processes to ensure effective purchasing and contract performance

- 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

Adept



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



Optimise Business Outcomes

Manage people and resources effectively to achieve public value


- Develop team and unit plans that consider team capabilities and strengths
- Plan and monitor resource allocation effectively to achieve team and unit objectives
- When planning resources, consider the attraction and retention of people of diverse cultures, backgrounds and experiences
- Ensure that team members work with a good understanding of business principles as they apply to the public sector context
- Participate in wider organisational workforce planning to ensure that capable resources are available











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.

Capability group/sets	Capability name	Description	Level
	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
	Work Collaboratively	Collaborate with others and value their contribution	Adept
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Intermediate
	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	Adept
	Project Management	Understand and apply effective planning, coordination and control methods	Adept
	Inspire Direction and Purpose	Communicate goals, priorities and vision, and recognise achievements	Intermediate
	Manage Reform and Change	Support, promote and champion change, and assist others to engage with change	Intermediate