

# Role Description

## Maintenance Manager EMAI



Department of  
Primary Industries

Cluster	Planning, Industry and Environment
Agency	Department of Primary Industries
Division/Branch/Unit	DPI / Research and Business Excellence / Research Services
Location	Menangle
Classification/Grade/Band	Clerk Grade 9 / 10
ANZSCO Code	234111
PCAT Code	1119192
Date of Approval	August 2019
Agency Website	<a href="http://www.dpi.nsw.gov.au">www.dpi.nsw.gov.au</a>

### Agency overview

The Planning, Industry and Environment Cluster was formed in 2019. The Cluster drives greater levels of integration and efficiency across key areas such as long-term planning, precincts, housing, property, infrastructure priorities, open space, the environment, our natural resources – land, water, mining – energy, and growing our industries. There is a strong emphasis on regional NSW.

The NSW Department of Primary Industries (NSW DPI) supports the development of profitable primary industries that create a more prosperous NSW and contributes to a better environment through the sustainable use of natural resources.

Within NSW DPI, Research and Business Excellence provide world class scientific leadership, drives innovation and partners with other research and government entities to promote scientific and research excellence that maximises the NSW Government's return on investment for all primary industries sectors.

### Primary purpose of the role

Manage a maintenance team to effectively maintain EMAI's biosecurity facilities and other facilities to required levels to ensure ongoing operation and accreditation. The role will manage facility management operating systems and programs to ensure continued reliable and compliant operation.

This role is responsible for the day-to-day management and engagement of maintenance contractors to ensure agreed program targets and standards are met. The role also implements all site maintenance contracts through the maintenance team, ensuring effective and efficient maintenance of plant and equipment occurs in a timely and financially responsible manner.

### Key accountabilities

- Prepare, implement and monitor building and site infrastructure maintenance plans, including managing maintenance expenditure within budgets, procuring contractors, services and equipment to ensure the site is maintained and operational

- Assist with the design, implementation and management of the maintenance and contractor management systems to ensure effective service delivery, quality control and timeliness of operation
- Train, mentor and monitor staff to ensure all maintenance staff are informed of legislative changes, building codes, AQIS/DA compliance codes and relevant Australian Standards
- Assist the Senior Maintenance Manager in the preparation and management of site maintenance contracts
- Undertake procurement actions in compliance with prescribed NSW Government Procurement and Tendering guidelines for maintenance and capital works programs
- Assist with the management of relocations and refurbishments in conjunction with EMAI management staff to maximise allocation and utilisation of available space
- Assist with the development of long term maintenance strategies for ongoing maintenance management at EMAI

## Key challenges

- Managing urgent breakdowns, damage (due to extreme weather, storms, vandalism etc.), and arranging urgent repairs to minimise "down-time" for the site when such incidents occur whilst ensuring routine maintenance programs are also completed in a timely manner
- Managing complex building services including electrical, HVAC, plumbing and building control systems
- Managing procurement of specialised goods and services in a timely and cost-effective manner

## Key relationships

Who	Why
<b>Internal</b>	
Manager (EMAI)	<ul style="list-style-type: none"> <li>• Discuss information, reports and analysis on all aspects of preventative, corrective and major periodic maintenance programs</li> </ul>
Biosecurity management staff	<ul style="list-style-type: none"> <li>• Undertake consultation regarding maintenance activities to meet all biosecurity requirements</li> </ul>
Researchers, tenants and other key staff on site	<ul style="list-style-type: none"> <li>• Meet with, inform, discuss and coordinate site maintenance activities to maximise service performance and prioritise maintenance activities to ensure minimal disruption to critical site activities</li> </ul>
Maintenance team members	<ul style="list-style-type: none"> <li>• Plan and monitor work programs to ensure activities are undertaken in a timely and efficient manner</li> <li>• Motivate and mentor maintenance team, providing guidance, direction and performance management</li> </ul>
Research Services Branch and other Departmental staff including site Operational Staff)	<ul style="list-style-type: none"> <li>• Build a successful maintenance team that is competent and responsive in a highly regulated, high pressure environment</li> <li>• Focus on the management of maintenance activities of the maintenance team</li> </ul>
<b>External</b>	
Local council and other statutory authority representatives	<ul style="list-style-type: none"> <li>• Ensure maintenance programs and outcomes comply with legislation and accreditation standards</li> </ul>

Who	Why
Contractors	<ul style="list-style-type: none"> <li>Consult with, engage and manage maintenance and minor works contractors to complete specified duties in the required time-frames, under the required conditions and to the required standards</li> </ul>

## Role dimensions

### Decision making

Authorised, in consultation with the Manager (EMAI) and Senior Maintenance Manager (EMAI), to make all decisions relating to infrastructure maintenance within agreed parameters. Allocates work to maintenance team members and external contractors, monitoring quality of works and progress. Ensures compliance of all maintenance staff and contractors with WHS and other related legislation and regulations. Analyses and determines alternative methods of undertaking works in relation to replacement of aging plant, equipment and other resources.

### Reporting line

Manager Research Services (EMAI)

### Direct reports

1 - Support Officer Maintenance (Clerk Grade 3/4)

### Budget/Expenditure

Authorisation for expenditure of allocated project resources under applicable Departmental delegation.

## Essential requirements

- Relevant trade level qualifications and or post trade qualifications
- Good knowledge and working experience with complex building service and control systems
- Knowledge of Government/Departmental requirements with respect to Total Asset Management principles and relevant council, building codes and Australian Standards
- Pre-employment health assessment, Q Fever vaccination (prior to commencing role) and willing to have other vaccinations as required by the Site Manager
- Current NSW Drivers Licence





## 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](http://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
 <b>Personal Attributes</b>	Display Resilience and Courage	Adept
	<b>Act with Integrity</b>	<b>Intermediate</b>
	Manage Self	Adept
	Value Diversity	Intermediate
 <b>Relationships</b>	Communicate Effectively	Adept
	<b>Commit to Customer Service</b>	<b>Adept</b>
	<b>Work Collaboratively</b>	<b>Adept</b>
	Influence and Negotiate	Adept
 <b>Results</b>	<b>Deliver Results</b>	<b>Intermediate</b>
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Adept
	<b>Demonstrate Accountability</b>	<b>Adept</b>
 <b>Business Enablers</b>	Finance	Intermediate
	Technology	Adept
	Procurement and Contract Management	Intermediate
	<b>Project Management</b>	<b>Intermediate</b>
 <b>People Management</b>	<b>Manage and Develop People</b>	<b>Adept</b>
	Inspire Direction and Purpose	Intermediate
	<b>Optimise Business Outcomes</b>	<b>Intermediate</b>
	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
<b>Personal Attributes</b> Act with Integrity	Intermediate	<ul style="list-style-type: none"> <li>Represent the organisation in an honest, ethical and professional way</li> <li>Support a culture of integrity and professionalism</li> <li>Understand and follow legislation, rules, policies, guidelines and codes of conduct</li> <li>Help others to understand their obligations to comply with legislation, rules, policies, guidelines and codes of conduct</li> </ul>

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
<b>Relationships</b> Commit to Customer Service	Adept	<ul style="list-style-type: none"> <li>• Recognise and report misconduct, illegal or inappropriate behaviour</li> <li>• Report and manage apparent conflicts of interest</li> <li>• Take responsibility for delivering high quality customer-focused services</li> <li>• Understand customer perspectives and ensure responsiveness to their needs</li> <li>• Identify customer service needs and implement solutions</li> <li>• Find opportunities to co-operate with internal and external parties to improve outcomes for customers</li> <li>• Maintain relationships with key customers in area of expertise</li> <li>• Connect and collaborate with relevant stakeholders within the community</li> </ul>
<b>Relationships</b> Work Collaboratively	Adept	<ul style="list-style-type: none"> <li>• Encourage a culture of recognising the value of collaboration</li> <li>• Build co-operation and overcome barriers to information sharing and communication across teams/units</li> <li>• Share lessons learned across teams/units</li> <li>• Identify opportunities to work collaboratively with other teams/units to solve issues and develop better processes and approaches to work</li> </ul>
<b>Results</b> Deliver Results	Intermediate	<ul style="list-style-type: none"> <li>• Complete work tasks to agreed budgets, timeframes and standards</li> <li>• Take the initiative to progress and deliver own and team/unit work</li> <li>• Contribute to allocation of responsibilities and resources to ensure achievement of team/unit goals</li> <li>• Seek and apply specialist advice when required</li> </ul>
<b>Results</b> Demonstrate Accountability	Adept	<ul style="list-style-type: none"> <li>• Assess work outcomes and identify and share learnings to inform future actions</li> <li>• Ensure that actions of self and others are focused on achieving organisational outcomes</li> <li>• Exercise delegations responsibly</li> <li>• Understand and apply high standards of financial probity with public monies and other resources</li> <li>• Identify and implement safe work practices, taking a systematic risk management approach to ensure health and safety of self and others</li> <li>• Conduct and report on quality control audits</li> <li>• Identify risks to successful achievement of goals, and take appropriate steps to mitigate those risks</li> </ul>
<b>Business Enablers</b> Project Management	Intermediate	<ul style="list-style-type: none"> <li>• Perform basic research and analysis which others will use to inform project directions</li> </ul>

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> <li>• Understand project goals, steps to be undertaken and expected outcomes</li> <li>• Prepare accurate documentation to support cost or resource estimates</li> <li>• Participate and contribute to reviews of progress, outcomes and future improvements</li> <li>• Identify and escalate any possible variance from project plans</li> </ul>
<b>People Management</b> Manage and Develop People	Adept	<ul style="list-style-type: none"> <li>• Define and clearly communicate roles and responsibilities to achieve team/unit outcomes</li> <li>• Negotiate clear performance standards and monitor progress</li> <li>• Develop team/unit plans that take into account team capability, strengths and opportunities for development</li> <li>• Provide regular constructive feedback to build on strengths and achieve results</li> <li>• Address and resolve team and individual performance issues, including unsatisfactory performance in a timely and effective way</li> <li>• Monitor and report on performance of team in line with established performance development frameworks</li> </ul>
<b>People Management</b> Optimise Business Outcomes	Intermediate	<ul style="list-style-type: none"> <li>• Develop team/unit plans that take into account team capability and strengths</li> <li>• Plan and monitor resource allocation effectively to achieve team/unit objectives</li> <li>• Ensure team members work with a good understanding of business principles as they apply to the public sector context</li> <li>• Participate in wider organisational workforce planning to ensure the availability of capable resources</li> </ul>