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| Directorate: | Infrastructure and Environment | Department: | Facilities Management |
| Position Grade: | Manager | Reports to: | Director, Infrastructure and Environment |
| Last review: | February 2021 | Next review: | January 2022 |
| | | Version No.: | 1.0 |

Organisation purpose:

Liverpool City Council is rapidly transforming to lead the Liverpool community through a period of immense change and growth. The Liverpool Community Strategic Plan, *Our Home, Liverpool 2027*, provides a focus on working collaboratively with residents and stakeholders to ensure their present and future priorities and goals are realised. Through a four-pronged strategic vision of *Creating Connection, Leading through Collaboration, Generating Opportunity* and *Strengthening and Protecting our Environment*, Council aims to deliver both innovative and practical services to its community.

Position purpose:

To provide strategic leadership, guidance and support to the Facilities Management team to achieve **best practice** management and operation of all Council's facilities including properties, buildings, grounds and associated infrastructure assets to ensure ongoing provision of satisfactory levels of service to all occupiers and end users.

Key accountabilities and responsibilities:

1. Plan and implement cost-effective and quality Council wide facility management services across the entire portfolio of Council buildings including maintenance, operational management, cleaning, security, fire safety, environmental performance, waste removal, car parking, utilities management and signage.
2. Manage facilities master planning including proactive and preventative maintenance.
3. Provide senior level interaction and negotiation with service providers, regulatory authorities, government bodies and internal clients.
4. Develop policies and procedures to improve the performance of the Facilities Management Department.
5. Lead, inspire and develop an agile, innovative, respectful, cohesive and high achieving team of people and in consideration of all stakeholder needs, ensure the effective and timely delivery of asset management systems, processes and solutions.
6. Ensure adherence to Council business objectives and policies (including work health and safety, ethical behaviour, risk, dignity and respect, and equal employment opportunity), and that all works are delivered in an ethical, social and environmentally responsible manner.
7. In conjunction with Director City Infrastructure and Environment, develop and drive improvement initiatives through the synchronisation of sound budgets, pragmatic schedules and quality assurance principles that optimise facility utilisation and articulate business benefits.
8. Oversee and ensure that all facilities performance and activities are on track and proactively steer them as a holistic part of a larger program through the provision of leadership to all stakeholders, careful analysis and development of robust KPIs followed by the proactive identification and management of risks and issues.
9. Lead the development and implementation of strategies and tools for the continuous monitoring, evaluation and improvement of facilities performance, including risk and contingency management, benefits realisation, and project impact and quality measures.
10. Accurately and succinctly report on the performance of facilities, as required, to stakeholders to inform business decisions.

11. Lead and mentor the Facilities Management team to ensure the natural and built environment are enhanced through the development and implementation of appropriate asset management strategies, capital works programs and standards for design, construction and maintenance.
12. Develop, coordinate and complete grant funded infrastructure programs within program guidelines and timeframes.
13. Monitor the execution and completion of works to achieve required specifications, quality, safety and environmental standards, time and budget constraints, legislative requirements, grant conditions and customer expectations.
14. Engage and consult and build strategic and collaborative relationships with internal and external stakeholders. Seek input and advice in relation to people and organisational development initiatives and industry trends and keep abreast of current developments and emerging trends in all areas of responsibility, to proactively identify and develop strategies and actions that support the ongoing success of Council.
15. Identify new strategies, initiatives, and innovative courses of action to foster a culture of continuous improvement to develop solutions to emerging challenges in a cost effective and sustainable manner, ensuring that Council is optimally leveraging opportunities and implementing best practice policies and procedures.
16. Contribute to the planning and policy development of the organisation by providing timely and accurate management reports and information.
17. Develop, lead, and evaluate department business plan that supports the service delivery of the group and the strategic objectives of Council.

Decisions made in the position:

- Management of issues in the operation of the Facilities Management Department in accordance with Council policies, objectives, vision and core values.
- Decisions within delegation for financial and people management.
- Allocation of resources to achieve strategic outcomes within the Facilities Management team.
- Expert advice (and where appropriate adoption of new approaches) to the Director, CEO, Executive Management team, and managers on complex and/or unique Facilities Management matters when precedent does not exist, including anticipating and managing any related risk.

Decisions referred:

- People management decisions, i.e. new appointments, dismissal, restructures, salary progress.
- Expenditure in excess of delegation.
- New initiatives and policy changes.

Key issues/challenges:

- Leading the necessary Council-wide change management to streamline Facilities Management including the development and implementation of proper facilities management practices across Council.
- Understanding the nature of Council's operating environment and strategic objectives, and how to position and drive the visioning, development and implementation of strategic people management and resourcing plans which enable delivery of agreed outcomes.
- Achieving organisational acceptance and establishment of a culture that embraces ongoing business improvement and excellent customer experience.
- Leading implementation of critical and imperative changes and strategic initiatives across Council achieving high levels of ownership and compliance.
- Managing in a constantly changing and political environment.
- Achieving strategic outcomes within an environment of increasing demand, contracting resources and competing priorities.

- Ensuring delivery within strict deadlines whilst managing additional complex projects.
- Supporting rapid city growth and diversity.
- Communicating with people at levels of the organisation.
- Having a “can do” attitude with the ability to analyse and solve problems at the source.

Key working relationships:

Internal

- Chief Executive Officer
- Executive and Management Team
- All staff
- Mayor and Councillors

External

- Government Agencies
- Legal Advisors/Firms
- Local Gov’t Agencies
- Various professional consultants
- External Auditors
- Community members

POSITION SPECIFICATION

ESSENTIAL CRITERIA

Qualifications/Licences

- A degree in Engineering, Building Construction, Architecture, Project Management or a related field combined with extensive practical experience in the end to end management of facilities and associated infrastructure.
- Candidates must be eligible for membership of an approved institute.
- Current Class C Driver's Licence.

Experience

The position requires the application of management skills in a diverse organisation to establish corporate goals and objectives. The applicant must have:

- Demonstrated facilities management experience, preferably in a public sector environment and in providing leadership and strategic direction to a multi-disciplinary team to enable the delivery of the strategic objectives of the organisation and the Department.
- Operate with a high level of autonomy with demonstrated significant initiative, sound judgement, and reliable leadership and management in carrying out the requirements of the position.
- Demonstrated experience in the supervision of building works, contractor management, and contract preparation/administration.
- Demonstrated achievements in leading and facilitating change management initiatives, including proven ability to lead and motivate others in working collaboratively across the organisation in the delivery of strategic objectives.
- Proven experience in the coordination and effective delivery of multi trade performance-based maintenance contracts.
- Experience and knowledge of business management practices, budget monitoring, service agreements and contractor performance management in large complex organizations.
- Demonstrated knowledge of the health and safety practices applicable to the building industry.
- Extensive knowledge of relevant Australian Standards, Acts, Codes and Regulations in relation to building compliance.
- Demonstrated experience in liaising with statutory authorities and government organizations in relation to major and minor works, maintenance projects and services contracts.
- Experience in planning, policy, procedures formulation and implementing monitoring and reporting Systems.
- Demonstrated high level experience in leading and managing a diverse team in the delivery of specialist professional programs and initiatives to achieve results against objectives and enhance organisation performance.
- Demonstrated experience in the development and delivery of strategic business plans and budgets and generating innovative approaches to more effectively deploy resources in delivering solutions and services.
- Demonstrated experience in working with the Executive, managers, employees and other high level stakeholders to initiate and manage complex projects or resolve high priority often sensitive and complex infrastructure management matters, by leveraging advanced and innovative approaches to problem solving and decision making, to seek completion or resolution.
- Excellent interpersonal, written, and oral communication skills, including the capability to negotiate and resolve issues with people at all levels and the ability to persuade and influence at a strategic and operational level.

- Extensive experience in the strategic management of infrastructure assets including experience in the development and implementation of asset management policies, plans and programs.
- Experience in the preparation of business plans and budgets and generating innovative approaches to deploy resources more effectively.
- Substantial experience in investigation, community consultation, design and construction of a range of infrastructure and related works.
- Demonstrated ability to manage programs of works within budget and to relevant quality standards.
- Demonstrated experience in the development of project and contract documentation for capital works.
- Demonstrated experience in all aspects of contract administration.

Knowledge and Skills

The position requires the application of a range of specialist knowledge and skills including:

- Knowledge and skills in consulting, influencing, leadership and stakeholder management.
- Knowledge and skills necessary to promote early intervention strategies into potentially complex and sensitive infrastructure management matters.
- Knowledge and skills necessary to provide authoritative advice to the CEO and Executive Management team.
- Knowledge of Work Health and Safety practices, the principles of Equal Employment Opportunity, ethical practice and multi-cultural diversity.
- Knowledge of the Local Government Act and relevant legislation.
- Demonstrated ability to work in a politically sensitive environment.
- Demonstrated ability to provide authoritative advice.
- Demonstrated ability to interpret and implement relevant legislation and policies.
- Knowledge of asset management strategies and policies, project management systems and civil engineering design.
- Exceptional and effective interpersonal and written communication skills across a wide variety of customers and stakeholders.
- Understanding of operational and strategic plans including their development and implementation.
- Extensive knowledge of Project Management systems and processes, Contract Management and administration and construction standards.
- Capable of high level analytical and innovative thought processes matched with the ability to deliver practical outcomes.

DESIRABLE CRITERIA

Qualifications/Licences/Experience/Knowledge and Skills

- Relevant post graduate qualification.
- Previous experience in working within a heritage listed environment.
- Knowledge of key priorities, opportunities, and challenges in Liverpool and/or South Western Sydney.
- Membership of a relevant professional organisation such as Engineers Australia.

This section does NOT need to be addressed in any application for this position.

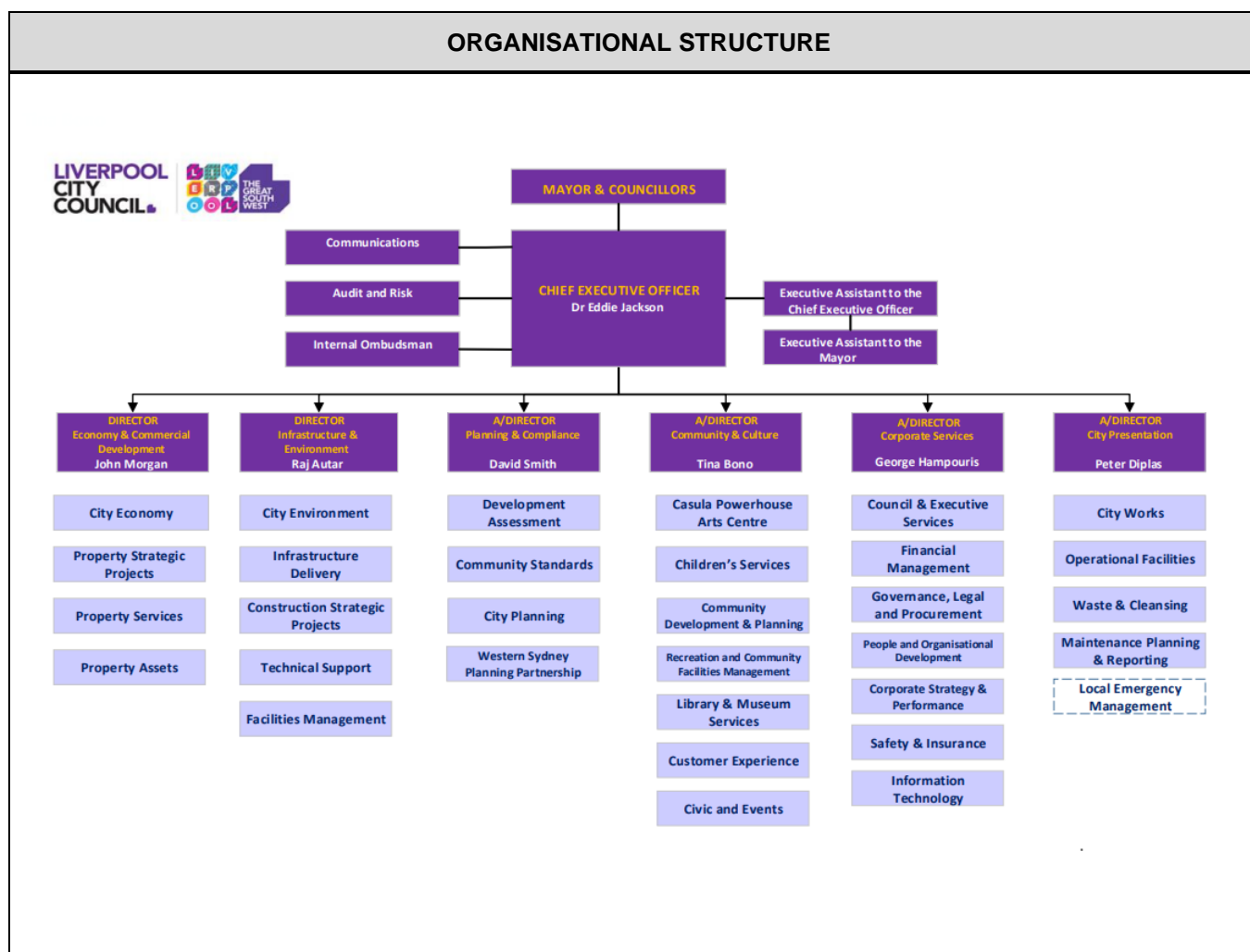
The **People Capability Framework** assists Council in delivering its community priorities through its Directions, by providing a consistent approach to defining the required skills, knowledge and abilities to undertake roles within Council at all levels. The Framework is used for achievement planning and assessment, identifying individual development needs, and career planning.

| Direction | Capability | <p>CORE CAPABILITIES Apply across all directions</p> <p>Accountability Adaptability Communication Customer Focus Teamwork</p> |
|--|---------------------------|--|
| CREATING CONNECTION | Achieving Results | |
| | Influence & Negotiation | |
| | Project Management | |
| | Relationship Building | |
| | Safety Awareness | |
| | Safety Leadership | |
| | Use of Technology | |
| STRENGTHENING AND PROTECTING OUR ENVIRONMENT | Act with Integrity | |
| | Innovation | |
| | Problem Solving | |
| | Project Management | |
| | Safety Awareness | |
| | Safety Leadership | |
| | Use of Technology | |
| GENERATING OPPORTUNITY | Attention to Detail | |
| | Decision Making | |
| | Influence and Negotiation | |
| | Personal Development | |
| | Project Management | |
| | Relationship Building | |
| | Self Awareness | |
| | Takes Initiative | |
| | Strategic Thinking | |
| | Systematic Thinking | |

MANAGER, FACILITIES MANAGEMENT POSITION DESCRIPTION (POS2396)

| Direction | Capability | CORE CAPABILITIES Apply across all directions Accountability Adaptability Communication Customer Focus Teamwork |
|--|-----------------------|--|
| LEADING THROUGH COLLABORATION | Coaching | |
| | Finance | |
| | Innovation | |
| | People Management | |
| | Problem Solving | |
| | Relationship Building | |
| | Self Awareness | |
| | Strategic Thinking | |
| | Systematic Thinking | |

ORGANISATIONAL STRUCTURE



Our vision:

**Aspiring to do great things – for ourselves,
our community and our growing city.**

Our values:

Ambitious

Authentic

Collaborative

Courageous

Decisive

Generous