

Position Description

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| Position Title : | Building & Site Services Manager |
| Division: | Asset Management and Operations |
| Location/s: | Mosman (and other Sydney Harbour Federation Trust sites as required) |
| Reports to: | Director Asset Management & Operations |
| Direct Reports | Facilities Manager, Project Manager - Infrastructure Services, Environmental Officer, Senior Maintenance Officer, Maintenance Officers x 2, Senior Painter, Painter. |
| Enterprise Agreement | Executive Level 2 |
| Our Organisation | <p>The Sydney Harbour Federation Trust is a self-funding agency created by the Australian Government responsible for vision planning and management of Sydney Harbour sites including Cockatoo Island and Snapper Island in Sydney Harbour, Woolwich Dock and Parklands in Woolwich, HMAS Platypus in Neutral Bay, Georges Heights, Middle Head and Chowder Bay in Mosman, North Head Sanctuary in Manly, Marine Biological Station in Watsons Bay and Macquarie Lightstation in Vaucluse.</p> <p>The Harbour Trust's role is to cultivate a long-term vision for these sites to ensure they are integrated into the life of the city and create a lasting legacy for the people of Sydney and Australia. Sites that were for many years hidden away from public view are now open for all, containing an extraordinary mix of historic buildings, magnificent harbour views, pristine natural landscapes and defence heritage. These public spaces and parklands now offer major events, exhibitions, venue hire, accommodation, tours and business tenancy.</p> |
| Department/ Unit | Asset Management and Operations are responsible for the design and construction works, town planning and development consent, building and site services management, rolling maintenance programs and event logistics management. |
| Code of Conduct & Values | <p>All employees at the Trust abide by the Trust's key values and Code of Conduct, behaving honestly and with integrity and acting with care and diligence.</p> <p>Employees are required to maintain confidentiality of all Trust information, upholding the Trust's values, integrity and its good reputation.</p> |
| Health & Safety | The Trust provides a safe and healthy workplace and endeavours to protect employees and others in the workplace from harm to their health, safety & welfare by elimination or minimisation of risks arising from work. |
| Our Commitment | The Trust is an equal employment opportunity employer, committed to ensuring all employees are free from discrimination and harassment; where everyone is treated with dignity, courtesy and respect. |

ROLE OVERVIEW:

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The Building & Site Services Manager is responsible for managing the General Maintenance, Facilities Management, Grounds Maintenance, & (Small Works) Building Functions at the Harbour Trust. The portfolio under management includes around 400 heritage buildings and structures within 7 parkland sites.

The team under your management (and associated contractors) have responsibility for;

- Managing a team responsible for the ongoing care and upkeep of foreshore parklands, heritage buildings and structures.
- Managing the completion of approximately 4,000 maintenance tasks per annum.
- Providing a customer focussed maintenance response service to multiple tenancies over all seven Trust sites.
- Overseeing approximately 25 small building/refurbishment projects per annum (\$<100k ea).
- Contract management of services including; Air Conditioning, Essential Fire Safety Services, Waste Management, Cleaning, Pest Control, Grounds Maintenance and Bushland Management.
- Maintaining and upgrading infrastructure services such as; Water, Sewer, Electricity, Telecommunications, Roads and General infrastructure.
- All Grounds Maintenance & Bush Regeneration activities.
- Asset Database Management.

ROLE ACCOUNTABILITIES:

This role will see you; coordinate and supervise Maintenance, Facilities and (Small Works) Building operations; optimise efficiency and value; and provide high levels of service to the Trust, our Tenants and the visiting public.

Reporting to Director of Asset Management & Operations, your duties will include;

- Assist with the development and delivery of the strategic objectives of the division and of the Trust in relation to Building & Site Services.
- Manage the Building and Asset Maintenance and (Small Works) Building functions of the Trust ensuring that employees and contractors deliver efficient and effective services to all stakeholders and meet the objectives and standards set by the Trust.
- Manage all Grounds Maintenance & Bush Regeneration projects. This responsibility includes bushfire clearance & preparation works.
- Manage the Building & Site Services budget and monitor expenditure against budget on an ongoing basis.
- Ensure the high quality presentation of Buildings and other Assets and the reliability of Building Services.
- Ensure that all works are managed with due respect for the heritage values of all Trust sites.
- Work in conjunction with the Trust Heritage Architects to ensure that all heritage values are respected.
- Ensure maintenance and building works are undertaken in a safe, efficient and timely manner.

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- Procure contractor services, materials and equipment always striving to achieve excellent value whilst meeting the Trust's procurement standards and guidelines.
- Establish and maintain productive working relationships with team members, suppliers, contractors and other stakeholders.
- Manage ongoing relationships with commercial and residential tenants, The Trust Property Management team and all other related parties.
- Work closely with the Property Management team to maintain quality tenant services, including the provision of an emergency repair and maintenance service.
- Liaise with other key stakeholders (Heritage Architects, Planners, Rangers, Finance, etc) to establish effective business relationships.
- Provide support to Trust volunteer activities when required.
- Manage the health and safety of staff and contractors on site, ensuring they have the necessary qualifications, training, documentation and equipment required to meet WHS legislation.
- Contribute to building a performance and results focussed culture by coaching direct reports in the delivery of high quality performance.
- Develop and implement policies /procedures for Building & Site Services staff and contractors to ensure they meet the legislative standards and requirements.
- Prioritise the competing demands that will be placed on your team.
- Managing WH&S and other safety programs in relation to Building & Site Services.
- Efficiently and effectively manage risks ensuring compliance with relevant state and federal legislation.
- Manage and monitor the performance of contractors and suppliers.
- Provide timely and accurate written, verbal and financial reports to the Director and the Executive Team as required.

SELECTION CRITERIA

Essential (*Attributes, skills and knowledge*)

- Minimum of 10 years experience in a senior role (with significant management experience) with strong knowledge and experience in construction, project management or property maintenance (commercial & residential) with extensive experience in managing Services and Trade Contractors.
- Self motivated and able to work autonomously.
- Ability to drive, motivate and manage teams of people to deliver results.
- Ability to prioritise, time manage and manage workloads with competing demands.
- Leadership, influencing and negotiating skills with the ability to effectively manage the Building & Site Services team and associated contractors.
- Forward planning, analytical and strategic thinking skills, setting priorities, planning workload and meeting deadlines.
- Experience developing policies and procedures and generating workable solutions to complex problems and systems issues.
- Ability to successfully handle complex information, communication and the control systems in diversified facilities in multiple locations.

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- Experience in helping develop and taking responsibility for implementing effective Work Health and Safety practices in the construction industry.
- The ability to understand and comply with relevant state and federal government legislation.
- Understanding and appreciation of heritage and environmental issues.
- Experience in relationship management, well developed interpersonal and negotiation skills, and the ability to work in a team environment.
- Ability to identify and implement operating efficiencies within a construction and maintenance operation.
- Demonstrated ability to manage and report on project and annual operating budgets.
- High level written and verbal communication skills as well as a high level of planning and organisational capability.
- Very high level of attention to detail and organisational skills.
- Mid - high level IT knowledge and skills. Microsoft Office (Word, Excel, Outlook, Sharepoint). Experience using Asset / Construction Management Databases is desirable.
- Willing to undertake a Police Check
- Australian citizenship or the ability to work in Australia
- Current Drivers licence

QUALIFICATIONS:

- Trade qualification or tertiary qualifications in construction (or similar) and extensive experience.

APPROVED:

Executive Director

DATE

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| Key Result Areas | Measure |
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| Leadership | |
| <ul style="list-style-type: none"> Manage the Building and Site Services function ensuring that employees and contractors deliver efficient and effective services to all stakeholders meeting the objectives and standards set by the Trust. Establish and maintain productive working relationships with suppliers, contractors and all stakeholders. Maintain internal customer service with effective communication and information sharing within the Trust ensuring services are undertaken in an efficient and timely manner. Work closely with the Property Management team to maintain quality tenant services, including any emergency repairs and maintenance. Ensure Building and Site Services operations and results align with the Trust's strategic business objectives. | <ul style="list-style-type: none"> Employees and contractors are managed in accordance with the Trust standards and meets service delivery standards with no or minor negative issues. Internal and external customer service standards met with no or minor negative feedback received Provides quality input into strategic and operational plans and operates according to the plans and objectives within time, quality and standards set |
| Site Services Management | |
| <ul style="list-style-type: none"> Monitor and maintain the Asset Management Database ensuring that all users are trained, the system is used effectively, timelines are met and effective records management maintained. Promote positive environment management strategies that meet with the strategic and operational plans of the Trust. Implement pest eradication and disease control measures for Trust sites as required in conjunction with appropriate specialists. Provide reports and information to the Director / Executive Team as required. Manage the Building & Site Services budget and monitor expenditure against budget on an ongoing basis. Develop and implement policies for Building and Site services staff and contractors to ensure they meet the | <ul style="list-style-type: none"> Asset Management database is managed and utilised effectively and efficiently with times, job progress and records input to the standard required. Environmental and pest eradication programs operate efficiently within legislative requirements and to Trust standards Budgets prepared to the standard required and monitored ensuring cost effective expenditure is within budget parameters Reports to the Director / Executive Team provided in time and to the standards |

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| legislative and Trust standards and requirements. | required. |
| People Management | |
| <ul style="list-style-type: none"> Contribute to building a performance and results oriented culture by coaching direct reports in the delivery of high quality performance Negotiate annual work and development plans for own staff and actively participate in the Performance Management system and fulfil all its requirements in line with prescribed timelines Support staff in identifying capability gaps, career aspirations and developing strategies to close capability gaps Create an environment that motivates and engages staff to perform at their best Participate in the Trust's Performance Management System and Induction processes and ensure reviews are completed within prescribed timelines. | <ul style="list-style-type: none"> Site Services team have priorities and responsibilities clearly identified Capable staff performing well against agreed team and individual work plans Performance plans kept current and meet deadlines of the yearly cycle as set by the Trust Employees and contractors have all qualifications, training and resources available to undertake their functions. No or minor performance issues New staff are effectively inducted into Trust standards and working procedures |
| Risk Management & Work Health and Safety | |
| <ul style="list-style-type: none"> Manage the health and safety of staff and contractors on site, ensuring they have the necessary qualifications, training, documentation and equipment required to meet WHS legislation. Demonstrate and enforce a <i>Zero Tolerance</i> approach to safety risks in regards to SHFT Staff and Contractors Ensure you and your direct reports comply with the Trust WH&S policies and procedures and the WHS Act 2011. Maintain adherence with the Trust's governance and risk management framework and provide regular reports as required. Undertake responsible risk identification and management in relation to conduct of all business activities; and actively participate in risk reviews and scheduled audits | <ul style="list-style-type: none"> Projects delivered in line with risk management & WHS legislation and Trust standards and procedures Zero reportable WHS incidents. Ensure that all suppliers are registered and up-to-date with the Contractor Risk Management System (BNG Conserve), or ensure that all equivalent risks are properly managed. Staff and contractors comply with WHS policies, procedures and meet legislative requirements. |