

Senior Facilities Coordinator

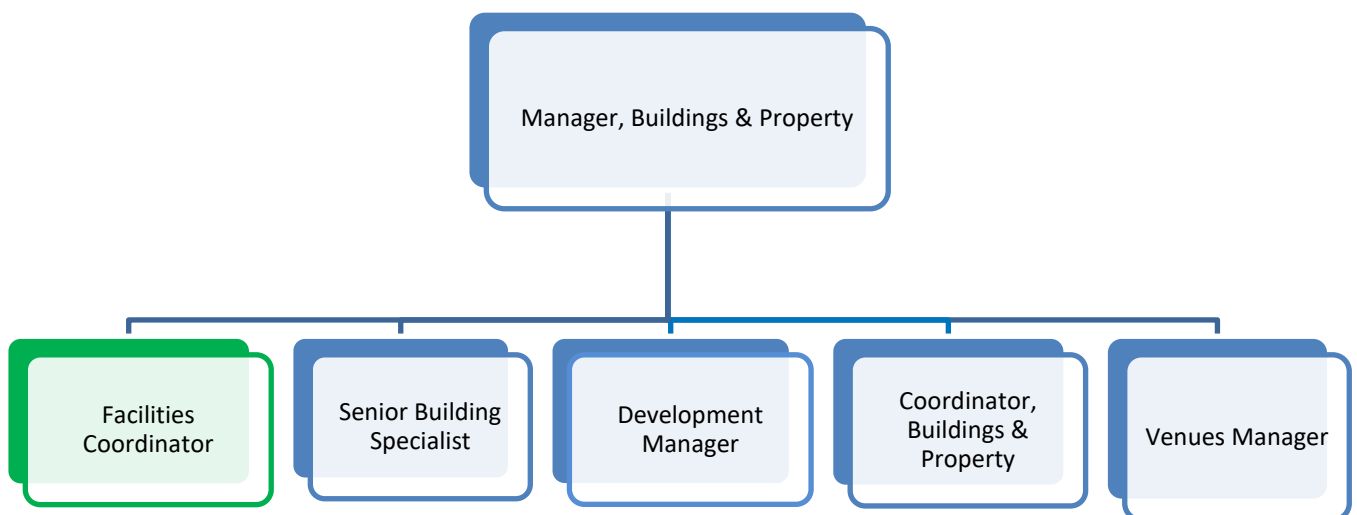
Department	City Projects / Project Delivery
Division	Buildings & Property
Location	Five Dock Depot
Classification/Grade/Band	Grade 14 (Fixed Term - 12 months)
Position Code	CB0521
Date position description approved	November 2022

Council overview

The City of Canada Bay is an active and vibrant city that captures the energy, diversity, pride and potential of its community.

Division overview

The Buildings & Property is a pivotal division to Council and is responsible for the management of an asset portfolio composed of 194 diverse built properties. The team's core accountabilities are: property management, facility management, property development, property strategies, leasing, building maintenance, venues management, strategic asset management, and capital works.



Primary purpose of the position

The facilities Coordinator's primary purpose is to:

- Ensure the continuous and successful operation of Council's building assets.
- Provide effective work systems and procedures to achieve optimum performance from contractors and service providers in delivering high quality building management.
- Manage all aspects of services agreements from contract development through to contractor performance monitoring.
- Manage and co-ordinate maintenance planning and programming for prescribed maintenance, services, and activities.
- Supervise and guide the Buildings & Trades team to ensure effectiveness of maintenance delivery
- Work collaboratively with the Manager Buildings & Property to implement continuous improvement towards best practice Facilities Management.

Key accountabilities

Technical/Operational

- Manage reactive, planned & programmed facilities management services for all Council building assets.
- Deliver strong facilities, contract and asset services management through; contract administration, financial control, relationship building, customer service, quality assurance, risk management, data recording, maintenance and operational programs, efficient delivery timeframes, status reporting, proactive and reactive service levels, asset condition audits and ensuring WHS.
- Remain up to date with industry standards and trends, establish appropriate service benchmarks, develop strategies and initiatives and input into operations and systems to improve management of the Council Buildings.
- Ensure contracts are effectively planned, designed, procured, managed and delivered at the highest possible quality standards, using best practice contract and asset services management principles and delivered within the constraints of adopted time frames and budgets. Ensure service provider compliance with specifications through appropriate controls and effective performance management and ensure outcomes are monitored and measured.
- Engage and manage contractors, service providers, Council's Trades team and consultants in accordance with the relevant Contracts and the Council policies. Ensure quality service delivery, compliant buildings and value for money.
- Co-ordination and implementation of efficient and effective continuous improvement processes for Councils buildings e.g. quality management, performance management, work systems and procedures, program evaluation, best practice and benchmarking approaches.
- Implement and work within a relevant building management system.
- Comply with and keep abreast of any relevant legislation applicable to the performance of the duties of this position. Adhere to all relevant Council policies and procedures.
- Handle enquiries, complaints and requests relating to our building maintenance.
- Manage and optimise all of Council building services including but not limited to; fire and life safety, security and access control, HVAC, height safety, lifts.

Financial

- Assist in the preparation of annual budgets for Council buildings and property.
- Assist in the preparation of annual Capital Works programs.
- Ensure contracts are effectively procured, managed and delivered within the constraints of adopted budgets.
- Prepare cost estimates for proposed work for budgetary purposes.

- Manage and control costs in line with approved budget.
- Maintain cost reviews of each project and report any departure from budget with recommended corrective action.
- Monitor budget for expenditure and receipt of income if applicable.
- Raise Purchase Orders in accordance with Procurement Procedure, and process payments following receipting of goods and services.
- Ensure value for money through comparison against actual market rates.

Management & Leadership

- Supervise and guide the Buildings & Trades Team
- Work collaboratively with the Manager Buildings & Property to implement continuous improvement towards best practice Facilities Management.
- Collaborate and communicate with the Buildings and Property team members, other CSA staff and staff across the organisation to create an enthusiastic and motivated atmosphere where staff work together and with a sense of urgency.
- Proactively support management in the process of workplace reform, service competitiveness and the achievement of objectives by proactively working to identify process, policy and operational improvements.

Communication, Consultation & Engagement

- Engage with stakeholders with the highest level of customer service.
- Provide a high level of communication, consultation, and quality service delivery to the Department's clients.
- Productively participate in community consultation to develop suitable service levels for Council's building portfolio.
- Communicate and liaise with Council Staff, members of the public/residents, representatives of external bodies, including consultants, contractors, lessees, licensees, and Government departments/agencies.
- Prepare maintenance advice in a timely and accurate manner relating to building maintenance and maintenance contracts when required.
- Contribute to the development of team goals and priorities and to the enhancement and management of team performance, developing and maintaining team harmony.

General

- Maintain a commitment to workplace safety, risk mitigation and EEO, acting to rectify where necessary.
- Support a respectful and positive workplace environment by complying with the Workplace Behaviour Standards and Expectations Policy and responsibilities
- To comply with the operational responsibilities unique to the position.
- Carry out additional tasks within your skills set and related to strategic planning as assigned by your supervisor.

Key internal relationships

Who	Why
This position is a key point of communication within the Council's Department's area of responsibilities.	<ul style="list-style-type: none"> Supervise and guide the Buildings & Trades team to ensure effectiveness of maintenance delivery. Identify and pursue opportunities for collaboration and innovation, focusing on efficient practices, clear documentation, and proactive communication. Engage asset owners and departmental stakeholders from across Council, in managing operational and maintenance matters related primarily to Concord Oval.

Key external relationships

Who	Why
This position is a key point of communication with external organisations.	<ul style="list-style-type: none"> Liases with the community, tenants and as well as external bodies, contractors & government departments. Fosters effective working relationships with tenants, facility users, contractors, government departments, and other external stakeholders to enhance outcomes for Council and the community.

Key dimensions

Decision making	<ul style="list-style-type: none"> This position is required to make decisions concerning maintenance, operations and contract management on a day-to-day basis (complex decision will need consultation with Manager Buildings & Property) All work which is outside the role's delegations must be approved formally by the Manager Buildings & Property. Matters that have a significant long-term effect on Council will be discussed with the supervisor and Manager. Expenditure that is outside budget require the approval of the Manager.
Reports to	<ul style="list-style-type: none"> Manager Buildings & Property
Direct reports	<ul style="list-style-type: none"> Coordinator Buildings & Trades and Facilities Manager – Concord Oval
Financial Delegation	<ul style="list-style-type: none"> Per the Delegations Register

Essential requirements

Qualifications & Experience	<ul style="list-style-type: none"> Tertiary qualifications in Facilities Management or Building Trades Certificate or a related discipline, with related experience in contract and/or asset management. Extensive experience leading a facilities management team Track record in business improvement and change management Contract management experience and a track record in managing all stages of the procurement and contract lifecycle. Demonstrated experience in managing, developing, implementing and monitoring service specifications and contracts relating to the building maintenance and asset management.
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- Contract management experience and a track record in managing all stages of the procurement and contract lifecycle.
- Demonstrated experience in managing, developing, implementing and monitoring service specifications and contracts relating to the building maintenance and asset management.
- Demonstrated experience in benchmarking and reviewing services, systems and processes to ensure they provide efficient and effective service delivery which responds to customer expectations, industry trends and innovations.
- Highly developed oral and written communication skills.
- Experience in analysing data and reports, providing clear advice, presenting information effectively, and to interact with a broad range of senior staff, technical specialists, operational staff, community members, sporting clubs and other stakeholders.
- Demonstrated experience in managing customer service enquiries, requests and complaints
- Demonstrated ability to work autonomously
- Current Drivers Licence 'Class C'

Desirable requirements

Qualifications & Experience






- Local Government Experience.
 - Understanding of Technology One
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Capabilities for the role

The Local Government Capability Framework describes the core knowledge, skills and abilities expressed as behaviours, which set out clear expectations about performance in local government: “how we do things around here”. It builds on organisational values and creates a common sense of purpose for elected members and all levels of the workforce. The Local Government Capability Framework is available at <https://www.lgnsw.org.au/capability>

Below is the overall set of capabilities and level required for this role. The capabilities in bold are the focus capabilities for this position, followed a list of their underlying behavioural indicators.

Local Government Capability Framework

Capability Group	Capability Name	Level
 Personal attributes	Manage Self Shows drive and motivation, an awareness of strengths and weaknesses, and is committed to learning	Advanced
	Display Resilience and Adaptability Expresses own views, perseveres through challenges, and is flexible and willing to change	Adept
	Act with Integrity Is honest, ethical and professional, and prepared to speak up for what is right	Adept
	Demonstrate Accountability Takes responsibility for own actions, commits to safety, and acts in line with legislation and policy	Adept
 Relationships	Communicate and Engage Communicates clearly and respectfully, listens, and encourages input from others	Advanced
	Community and Customer Focus Commits to delivering customer and community focused services in line with strategic objectives	Advanced
	Work Collaboratively Is respectful, inclusive and a reliable team member, collaborates with others, and values diversity	Advanced
	Influence and Negotiate Persuades and gains commitment from others, and resolves issues and conflicts	Intermediate
 Results	Plan and Prioritise Plans and organises work in line with organisational goals, and adjusts to changing priorities	Advanced
	Think and Solve Problems Thinks, analyses and considers the broader context to develop practical solutions	Advanced
	Create and Innovate Encourages and suggests new ideas and shows commitment to improving services and ways of working	Adept
	Deliver Results Achieves results through efficient use of resources and a commitment to quality outcomes	Advanced
 Resources	Finance Is a responsible custodian of Council funds and applies processes in line with legislation and policy	Adept
	Assets and Tools Uses, allocates and maintains work tools appropriately and manages community assets responsibly	Advanced
	Technology and Information Uses technology and information to maximise efficiency and effectiveness	Advanced
	Procurement and Contracts Understands and applies procurement processes to ensure effective purchasing and contract performance	Advanced
 Workforce Leadership	Manage and Develop People Engages and motivates staff, develops capability and potential in others	Adept
	Inspire Direction and Purpose Communicates organisational goals, priorities and vision and recognises achievements	Intermediate
	Optimise Workforce Contribution Hires and deploys people effectively and applies sound workforce planning principles	Intermediate
	Lead and Manage Change Initiates, supports and champions change, assists others to accept and engage with change	Intermediate

Focus capabilities

The focus capabilities for the position are those judged to be most important at the time of recruiting to the position. That is, the ones that must be met at least at satisfactory level for a candidate to be suitable for appointment.

Local Government Capability Framework		
Group and Capability	Level	Behavioural Indicators
Personal Attributes Manage Self	Advanced	<ul style="list-style-type: none"> • Demonstrates motivation to serve the community and organisation • Initiates team activity on organisation/unit projects, issues and opportunities • Seeks and accepts challenging assignments and other development opportunities • Seeks feedback broadly and asks others for help with own development areas • Translates negative feedback into an opportunity to improve
Relationships Communicate & Engage	Advanced	<ul style="list-style-type: none"> • Demonstrates motivation to serve the community and organisation • Initiates team activity on organisation/unit projects, issues and opportunities • Seeks and accepts challenging assignments and other development opportunities • Seeks feedback broadly and asks others for help with own development areas • Translates negative feedback into an opportunity to improve
Relationships Work Collaboratively	Advanced	<ul style="list-style-type: none"> • Builds a culture of respect and understanding across the organisation • Facilitates collaboration across units and recognises outcomes resulting from effective collaboration between teams • Builds co-operation and overcomes barriers to sharing across the organisation • Facilitates opportunities to develop joint solutions with stakeholders across the region and sector • Models inclusiveness and respect for diversity in people, experiences and backgrounds
Results Deliver Results	Advanced	<ul style="list-style-type: none"> • Aligns project goals with organisational objectives. • Capable of achieving project goals within given timelines. • Plans and delivers against a set target.
Resources Assets and Tools	Advanced	<ul style="list-style-type: none"> • Contributes quality information about council and community assets to asset registers • Prepares accurate asset maintenance and replacement costings in line with council plans and policies • Is aware of asset management risks and actions to manage and mitigate these

SCHEDULE OF OPERATIONAL RESPONSIBILITIES

1. Work, Health & Safety Responsibilities

1.1. Worker

A worker's responsibilities include, but are not limited to:

- Taking reasonable care for his/her own health and safety.
- Taking reasonable care that his or her acts or omissions do not adversely affect the health and safety of others.
- Compliance, so far as the worker is reasonably able with any reasonable instructions that are given by Council or a Person Conducting a Business or Undertaking (PCBUs) for City of Canada Bay where applicable.
- Cooperating with any reasonable policy or procedure of the City of Canada Bay or PCBUs working at or for City of Canada Bay or where applicable at the workplace that has been notified to workers.
- Reporting all incidents, hazards and near misses to their direct supervisor.
- Actively participating in injury management and rehabilitation programs.
- Using Personal Protective Equipment (PPE) where required and in accordance with the manufacturer's instructions.
- Maintaining all tickets, licences, operative training etc, required for the job either by legislation or through Council's or a PCBU's policies and procedures and advise Team Leaders of any change to these.
- Attending all specified training and induction courses.
- Contributing to workplace practice and procedure reviews.
- Advising Team Leaders/Coordinators of any WHS issue that they believe should be addressed in the workplace.
- Ensuring all hazards identified are reported to their immediate supervisor and appropriate forms completed.
- Participating in workplace inspections.
- Ensuring appropriate supervisory staff are advised of any person who is not engaging or complying with safe work practices or Council policies and procedures.

1.2. Coordinator/Supervisor

In addition to the responsibilities of a worker, a Coordinator's/Supervisor's responsibilities also include, but are not limited to:

- Providing advice to the Manager on WHS issues.
- Organise prompt provision of first aid or medical attention for injured workers when required.
- Ensure incidents and injuries are recorded in the Incident Injury Reporting book within 48 hours of the incident occurring.
- Ensure all incidents and hazards are investigated and remedial actions are initiated in their area of responsibility.
- Report incidents and accidents to the RAW Coordinator and if serious in nature, to the WHS Coordinator.
- Cooperate with the WHS Coordinator in any incident or accident investigation that may be required.
- Providing alternative duties/employment for injured workers as an integral part of the return to work process.
- Consulting with workers and other stakeholders to ensure the Injury Management Program and Rehabilitation Program operate effectively.

- Including safety training and equipment in budgets.
- Ensuring the staff under your area of responsibility hold and maintain all tickets, licences, operative training etc required for their job by legislation or through the organisation's policy/procedures, and ensure a record of certification is maintained.
- Ensuring all workers have attended relevant induction and essential safety courses.
- Monitoring the use of Personal Protective Equipment (PPE) in accordance with Council's policies.
- Undertaking workplace inspections in accordance with the City of Canada Bay's policies and corrective action taken if required.
- Ensuring purchases comply with the City of Canada Bay's requisition procedures and purchasing policy.
- Maintaining awareness of legislation which regulates activities you are responsible for.
- Advising managers of any person who is not engaging or complying with safe work practices or the organisation's policies and procedures.
- Ensuring hazards identified are investigated, assessed and remedial actions adopted to eliminate or control risks.
- Ensuring all measures (including procedures and equipment) that are adopted to eliminate or control risks to health and safety are properly used and maintained.
- Ensuring workers are supervised by a competent person.
- Ensuring amenities are maintained in a safe and healthy condition at all times.

1.3. Manager

In addition to the responsibilities of a worker, this position is also responsible, as a Manager, for:

- Advising the Executive of WHS issues.
- Organise prompt provision of first aid or medical attention for injured workers when required.
- Ensure incidents and injuries are recorded in the Incident Injury Reporting book within 48 hours of the incident occurring.
- Ensure all incidents and hazards are investigated and remedial actions are initiated in their area of responsibility.
- Report incidents and accidents to the RAW Coordinator and if serious in nature, to the WHS Coordinator.
- Cooperate with the WHS Coordinator in any incident or accident investigation that may be required.
- Providing alternative duties/employment for injured workers as an integral part of the return to work process.
- Ensuring all workers attend appropriate induction courses/programs and that all such training is fully documented.
- The inclusion of health and safety requirements, including safety training and equipment in budgets.
- Performing the required workplace inspections and audits as per the City of Canada Bay's policies, and ensuring required remedial action is completed and recorded.
- Ensuring that all equipment purchased meets the City of Canada Bay's WHS requirements and is maintained and inspected in accordance with designers, manufacturers and suppliers, recommendations or Council's policies and procedures.
- Performing on the job inspections to ensure compliance with working procedures for safe working practices.
- Ensuring all Job Plans and Position Specifications include responsibilities under the City of Canada Bay's WHS policy.
- Ensuring safe work method statements are developed and implemented in consultation with relevant personnel for tasks that are identified as high risk tasks.

- Effective procedures are in place, and are implemented, to identify hazards.
- All required work activities have a corresponding Safe Work Method Statement (SWMS) which are provided to workers and PCBU's undertaking the work activity.
- Programs are in place for issue, use and maintenance of Personal Protective Equipment (PPE).
- Appropriate amenities are available for all workers and PCBU's whilst they are in the workplace.
- That documents used in relation to the WHS Risk Management System are retained in a secure environment.

2. Workplace Behaviour Standards and Expectations

2.1. Employees' Responsibilities

- In addition to complying with Equal Employment Opportunity (EEO) legislation and Council's Workplace Behaviour Standards and Expectations Policy employees are responsible for:
- Embracing diversity and supporting inclusive workplaces
- Recognising different styles and perspectives
- Contributing to open communication and information sharing
- Taking seriously any incidents of bullying or harassment for themselves and other employees and reporting them promptly

In addition to the responsibilities of an employee, this position is also responsible, as a Manager, for:

2.2. Managers' Responsibilities

- In addition to complying with Equal Employment Opportunity (EEO) legislation and Council's Workplace Behaviour Standards and Expectations Policy managers are responsible for: promoting open communication, sharing information
- Not diminishing or seeking to excuse reported instances of harassment or bullying
- Providing constructive, regular, reasonable performance guidance
- Embracing diversity and supporting an inclusive workplace
- Recognising and appreciating different working styles and perspectives
- Allocating duties fairly, setting clear expectations and realistic deadlines
- Monitoring potential for and acting promptly on, bullying or harassing behaviour

2.3. Child Safe Organisation

- The City of Canada Bay is a Child Safe Organisation that recognises and advocates for the rights of Children and Young People. We aim to reduce the likelihood of harm to children, to increase the likelihood of identifying and reporting harm and respond appropriately to disclosures, allegations or suspicions of harm.

3. Sustainability Responsibilities

Contribute to Council's environmental sustainability objectives and targets through active participation and compliance with Council's policies & procedures.

4. Record Keeping Responsibilities

Comply with Council's Records Management Policy and the State Records Act 1998.

5. Designated Person Classification

This position is not classified as a "designated position" under section 449 of the Local Government Act 1993 and is therefore not required to complete a 'Disclosures by Councillors and Designated Persons Return'.

or

This position is classified as a "designated position" under section 449 of the Local Government Act 1993. As such a 'Disclosures by Councillors and Designated Persons Return' will need to be completed annually which discloses pecuniary interests and other matters as prescribed by Part 8 of the Local Government (General) Regulation 2005.

6. Code of Conduct Obligations

Comply with the requirements of Council's Code of Conduct.

7. Delegations

Delegations for the position are listed in the Register of Delegations and are to be exercised in accordance with the requirements of the register and the "Delegations Practice Guide".

8. Organisation Values

Value	Value Statements
We act with integrity	We are accountable to ourselves and our community. We are honest, fair and ethical in all we do. We are clear and transparent in our actions. We do what we say we will.
We empower our people	We invest in our people and build leaders. We encourage our people to be decision makers and to take action. We take ownership of our actions. We are approachable and lead by example.
We are respectful	We listen to each other with an open mind. We build relationships on mutual respect. We are open, honest and constructive in our communication. We are inclusive and embrace diversity. We will respond to our community in a timely and responsible manner.
We work together	We care about each other and about our community. We are committed to building and maintaining a safe environment for our people. We support our people to perform at their best and celebrate achievements. We collaborate to get the best out of each other. We work with our community to build a better future.
We innovate	We encourage and value ideas that will improve services for our community. We are creative problem solvers and are committed to creative thinking. We will be better tomorrow than we are today, building on past success. We continuously improve and challenge ourselves to deliver better outcomes.