

Position Description

Manager, Operations (Facilities)

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| Position No: | 50148558 |
| Business Unit: | Chief Operating Officer |
| Division: | Infrastructure and Operations (I&O) |
| Department: | Facilities, Assets and Services (FAS) |
| Classification Level: | HEO9 |
| Employment Type: | Full time, Continuing |
| Campus Location: | Melbourne Bundoora |
| Other Benefits: | http://www.latrobe.edu.au/jobs/working/benefits |

Further information about:

La Trobe University - <http://www.latrobe.edu.au/about>
Infrastructure and Operations - <http://latrobe.edu.au/io>

Position Context/Purpose

The Manager, Operations (Facilities) manages the delivery of facilities maintenance and operations across the University. This role leads and has a strong technical and compliance understanding of 'Hard FM' elements e.g. electrical, hydraulic, mechanical, fire). They manage a multi-functional team of staff and partnership organisations in service delivery across all locations with a strong focus on delivery methodologies and client outcomes.

The Manager, Operations (Facilities) works closely with the Manager, Operations (Services), who leads the 'Soft FM' elements, and reports to the Deputy Director, Operations (Facilities and Services).

Duties at this level will include:

- Have independence in the allocation of resources within constraints established by senior management. Performs high level creative, planning and management functions.
- Assist the Deputy Director, Operations (Facilities and Services) to manage, monitor, measure and report the performance of contracted partnerships in accordance with agreed key performance indicators and benchmarks. Specifically related to contracts across metropolitan and regional sites that oversee maintenance, cleaning and waste, security, and legislative life safety maintenance.
- Develop, motivate and mentor administrative, technical and/or professional staff within work area to improve their capability to better meet current and future requirements.
- Identify trends, strengths, weaknesses, opportunities and risks in professional area of responsibility that may have an impact on the University to enable appropriate and timely action to be administered, reporting where appropriate.
- Responsible for managing consistent delivery methodologies with contracted partner organisations and consolidating the performance of service providers in accordance with agreed key performance indicators and benchmarks.
- Actively manage work requests within the wider Operations team facilitating providing continual improvement to processes to ensure adequate communication, advance notification and timely access.
- Review performance & services in the area of responsibility and compares it to best practice elsewhere, identifying areas of improvement in structure, practices, policies and technology which may result in change that may also impact on other areas of the University's operations.
- This position deputises for the Deputy Director, Operations in their absence.
- This position has University wide responsibilities and is required to travel to other campuses and sites. There is an expectation of responding to a reasonable number of out-of-hours phone calls and associated site attendance, as needed.
- Other duties as directed, commensurate with the scope and classification of the position.

Essential Criteria

Skills and knowledge required for the position

- A degree, extensive management expertise and supporting experience, or postgraduate qualifications and extensive relevant experience, or an equivalent alternate combination of relevant knowledge, training and/or experience.
- Demonstrated ability to establish and maintain sound working relationships internally and externally and to communicate effectively on a range of sensitive and complex issues.
- Proven record of developing innovative solutions and practical implementations for strategic change.

- Strong interpersonal skills including ability to negotiate, motivate, influence and build relationships.
- Demonstrated experience managing and controlling budgets/resources/funding and an understanding of financial management procedures.
- Proven experience and success in managing staff performance and development.
- Specialised facilities knowledge of complex methods and techniques within hard and soft services e.g. mechanical plant services, automation control systems, building fabric, security, cleaning and landscaping.
- Proven ability in provision of a high level of customer service to a wide variety of stakeholders and leadership of a team with a client focussed approach to services delivery.

Capabilities required to be successful in the position

- Ability to work collaboratively across functions, tailor communication in a way that is meaningful to the audience and contribute to a safe, inclusive, high-performing culture – consistently modelling accountability, connectedness, innovation and care.
- Demonstrated creative, critical and systems thinking, ability to promote a culture of innovation within local area, enabling staff members to evaluate current work practices and identify solutions to local and organisational problems.
- Ability to inspire and motivate others towards shared objectives, actively facilitate communication and two-way feedback across the University and create a safe, inclusive, high-performing team culture – consistently modelling and enabling accountability, connection, innovation and care.
- Ability to operationalise strategy, adapt quickly to disruption and actively contribute to a healthy team culture to successfully navigate change – implementing improvements to local and organisational practice.

Essential Compliance Requirements

To hold this La Trobe University position the occupant must:

- hold, or be willing to undertake and pass, a Victorian Working With Children Check; AND
- take personal accountability to comply with all University policies, procedures and legislative or regulatory obligations; including but not limited to TEQSA and the Higher Education Threshold Standards.
- Current Victorian driver licence with 'Car' listed under licence type.

Other Information

The position description is indicative of the initial expectation of the role and subject to changes to University goals and priorities, activities or focus of the job.

Position Flexibility

We offer flexible work arrangements that can assist you in balancing your work and other responsibilities.

This role coordinates a team of contractors who work on campus. It is anticipated that this role will therefore work on campus at least nine days per fortnight, or as required.

Why La Trobe:

- Develop your career at an innovative, global university where you'll collaborate with community and industry to create impact.
- Enjoy working on our inspiring and stunning campuses – the perfect hub for industry, students and academics
- Help transform the lives of students, partners and communities now and in the future

This is more than just a job. Working at La Trobe offers opportunities to demonstrate excellence and transform lives.

Here, you'll join exceptional people, partners and communities, who power our operations with ambition and purpose.

Our success can be attributed to its strong sense of community. We have a long-standing commitment to diversity, inclusion and social justice; we are committed to providing a workplace where all staff feel valued, respected and supported to achieve their full potential. We strive to build a workplace where all employees of diverse backgrounds, abilities, experiences, sexuality, gender, religion and age are welcome, valued, respected and one that is representative of our community. We demonstrate our cultural qualities by holding ourselves accountable and creating a culture of trust and innovation while genuinely caring for one another.

La Trobe's Cultural Qualities:

**WE ARE
CONNECTED**



We are **connected** to each other and the communities around us. We engage with those communities to learn from our past, inform our present and impact our future.

**WE ARE
INNOVATIVE**



We are **innovative** in tackling the most important issues of our time. We are inquisitive and seek to develop new ideas that positively impact the way we work and the world around us.

**WE ARE
ACCOUNTABLE**



We are **accountable** for what we do and share a commitment to excellence. We are courageous and respectful in the way we hold ourselves and each other to account.

**WE
CARE**



We **care** about what we do and value the power of education and research. We care about each other and strive to create a safe and inclusive community.

For Human Resource Use Only

Initials:

Date: