POSITION DESCRIPTION

Position Title: Senior Client Facility Manager (SCFM)
Organisation Unit: Property and Facilities Division
Position Number:
Type of Employment: Continuing full-time
Classification: HEW 9

THE UNIVERSITY OF QUEENSLAND

The University of Queensland (UQ) contributes positively to society by engaging in the creation, preservation, transfer and application of knowledge. UQ helps shape the future by bringing together and developing leaders in their fields to inspire the next generation and to advance ideas that benefit the world. UQ strives for the personal and professional success of its students, staff and alumni. For more than a century, we have educated and worked with outstanding people to deliver knowledge leadership for a better world.

UQ ranks in the world’s top universities, as measured by several key independent ranking, including the Performance Ranking of Scientific Papers for World Universities (45), the US News Best Global Universities Rankings (52), QS World University Rankings (51), Academic Ranking of World Universities (55), and the Times Higher Education World University Rankings (60). UQ again topped the nation in the prestigious Nature Index; and secured a greater share of Australian Research Council grants in 2016 ($24.5 million) than any other university nationally.

UQ has an outstanding reputation for the quality of its teachers, its educational programs and employment outcomes for its students. Our students remain at the heart of what we do. The UQ experience – the UQ Advantage – is distinguished by a research enriched curriculum, international collaborations, industry engagement and opportunities that nurture and develop future leaders. UQ has a strong focus on teaching excellence, winning more national teaching excellence awards than any other in the country and attracting the majority of Queensland’s highest academic achievers, as well as top interstate and overseas students.

UQ is one of Australia’s Group of Eight, a charter member of edX and a founding member of Universitas 21, an international consortium of leading research-intensive universities.

Our 50,000-plus strong student community includes more than 13,000 postgraduate scholars and more than 12,000 international students from 144 countries, adding to its proud 230,000-plus alumni. The University has about 7,000 academic and professional staff and a $1.7 billion annual operating budget. Its major campuses are at St Lucia, Gatton and Herston, in addition to teaching and research sites around Queensland and Brisbane city. The University has six Faculties and four University-level Institutes. The Institutes, funded by government and industry grants, philanthropy and commercialisation activities, have built scale and focus in research areas in neuroscience, biomolecular and biomedical sciences, sustainable minerals, bioengineering and nanotechnology, as well as social science research.

UQ has an outstanding track-record in commercialisation of our innovation with major technologies employed across the globe and integral to gross product sales of $11billion+ (see http://uniqest.com.au/our-track-record).

UQ has a rapidly growing record of attracting philanthropic support for its activities and will have further success in this area as an important strategic aim going forward.
Organisational Environment

The University has 3 campuses located at St. Lucia, Gatton and Herston. The University also operates medical and dental schools in Brisbane and a number of research stations and farms throughout Queensland.

The Property & Facilities Division (P&F) is responsible for delivering comprehensive facilities management that support the University’s teaching and research goals and its strategic objectives of Learning, Discovery and Engagement.

To achieve this, and to further improve the environment in which members of the University community study, work and live, P&F provide a range of services. These include: Infrastructure & Sustainability (ie energy management, sustainability office, engineering services), Project Delivery (ie new buildings, refurbishments, feasibilities), Planning & Property (ie. master planning, leasing, space management), Campus Operations (i.e. building maintenance, grounds and playing field maintenance, fire safety, security and parking, transport, cleaning, furniture, logistics, UQ fleet, mail dispatch).

UQ’s environmental and sustainability initiatives have gained significant recognition. P&F manages the University's Environmental Management System, provides advice, and promotes best sustainability practices at UQ. The Sustainability website (www.uq.edu.au/sustainability) provides a single point for the University to communicate its initiatives and successes in embedding sustainability throughout its operations, learning, discovery and engagement. By browsing the site, the community has access to information on their sustainability study options, UQ’s research in the area of sustainability, partnerships with community industry and government, and the University's carbon management strategy. You are encouraged you to visit the Sustainability website.

Further information about the Property and Facilities Division may be accessed on the Division’s web site at www.pf.uq.edu.au

DUTY STATEMENT

Primary Purpose of Position

The Senior Client Facility Manager (SCFM) is responsible for establishing and maintaining strong partnership relationships with faculty/institute clients across the University for the delivery of all maintenance services. The position will oversee the maintenance operation of University buildings and other physical assets occupied by large, complex and diverse organisational units.

The role is primarily responsible for the overall management of the quality and effectiveness of facilities management services provided by the Precinct Area teams to their client groups. This includes ensuring the best allocation of resources to meet client needs, embedding a performance focussed culture of continuous improvement, and the achievement of a customer centric partnership with the client portfolio. The Senior Client Facility Manager is responsible for developing and aligning the capability and performance of maintenance staff working within the Precinct Area teams, and ensures that the delivery of all maintenance services are in compliance with relevant policies and legislative or regulatory controls.

Duties

Duties and responsibilities include, but are not limited to:

Client Focused Strategy and Planning

- Lead relationship partnering arrangements with key stakeholders in a large, complex faculty/ institute/administrative organisation, as well as with maintenance staff and contractors; ensuring that effective channels of communication are maintained.

- Provide strategic advice and support to the Associate Director, Campus Operations, on client priorities, asset and infrastructure performance and major building operational issues.
• Provide specialist building maintenance and related advice to a complex client community, utilising extensive analytical, theoretical and expert technical knowledge in conjunction with practical experience.

• Contribute to the development of strategic solutions during the construction phases of building projects which are consistent with the long term maintenance requirements of the University.

• Implement preventative and corrective maintenance programs, as well as contribute to strategic planning of organisational units in the facility area and Property and Facilities with respect to maintenance.

Operational Service Delivery Excellence

• Ensure that maintenance operations comply with University, Government (State and Commonwealth) policies, procedures and regulations and that these are communicated effectively to UQ senior management and clients.

• Lead the development and implementation of specialised asset management systems, policies and procedures (including but not limited to high voltage, building management and contractor management systems) to ensure compliance and cost effective maintenance of building, equipment and infrastructure.

• Ensure all Client Facility Managers manage and advise on all aspects of facilities maintenance on behalf of the client and Property and Facilities. This includes regular condition audits, effective fault resolution and providing effective contractor and project management services.

• Plan and manage the implementation of facilities maintenance programs across a number of Precinct Areas to ensure that all works undertaken complement the University's teaching program and other primary activities.

• Manage a large sized maintenance allocation for the clients to ensure that their maintenance needs are met in accordance with their agreed maintenance program.

• Implement and facilitate the use of facilities management systems across a broad client base, including facilities management software systems.

• Utilise the University's financial systems to manage and report on all financial processes associated with facilities management services.

• Management of any reasonable facilities management services to support the Precinct maintenance model.

Leadership and People Management

• Contribute strategically to the development of University wide facilities management strategies, and as a key member of the Campus Operations leadership team, provide strategic input into service delivery improvement.

• Provide effective leadership and management to all maintenance staff across a group of Precinct Area teams including guidance, feedback, and coaching on complex operational, stakeholder or technical issues to help improve the capability and performance of the team.

• Provide overall performance management of Precinct Area teams, ensuring clear accountabilities, objectives and metrics are in place, and ongoing coaching and feedback is focused on achieving continuous improvement and a performance culture.

• Work with team members to establish individual development plans focused on building customer service capability and technical skills across a variety of disciplines and to support career planning and staff mobility across Campus Operations.
**Other**
Ensure you are aware of and comply with legislation and University policy relevant to the duties undertaken, including but not exclusive to:

- the [University's Code of Conduct](#)
- requirements of the Queensland occupational health and safety (OH&S) legislation and related [OH&S responsibilities and procedures](#) developed by the University or Institute/School
- the adoption sustainable practices in all work activities and compliance with associated legislation and related University [sustainability responsibilities and procedures](#)
- requirements of the Education Services for Overseas Students Act 2000, the National Code 2007 and associated legislation, and related [responsibilities and procedures](#) developed by the University

**Organisational Relationships**
This position reports to the Associate Director, Campus Operations who in turn reports to the Director, Property and Facilities. This position manages the Client Facility Managers.

**SELECTION CRITERIA**

1. Postgraduate qualifications and extensive relevant experience; or extensive management experience and proven technical expertise with preference to refrigeration or electrical qualifications; or an equivalent combination of relevant experience and/or education/training.

2. Extensive asset and maintenance management knowledge and technical experience in large, complex buildings (including technical, scientific or laboratory facilities) in the following areas:
   - Maintenance methodologies and asset management concepts as applied to buildings and building services;
   - Project and contract management principles including the development, implementation and management of projects and service contracts;
   - Analysis of complex building engineering services and to ensure optimum system and business performance;
   - Application of asset management strategies and facilities audit methodology, including contemporary information technology solutions; and
   - Workplace health and safety and environmental management, including relevant legislation, codes and standards.

3. Proven strategic facilities management, planning and analysis skills with experience interpreting and critically analysing complex technical specifications related to building design, construction and whole of life maintenance.

4. Demonstrated strong financial ability in preparing and managing maintenance programs and large operating budget allocations.

5. Ability to establish and maintain effective client relationships with complex stakeholders and operate as a trusted advisor with strong influencing and negotiation skills to achieve key outcomes.

6. Demonstrated experience in the management, supervision, training, mentoring and performance management of a diverse group of staff and contractors who are managing and resolving a range of maintenance issues to provide high quality services to clients.

7. Excellent communication and writing skills.

8. Demonstrated experience working in a complex facilities management environment with extensive stakeholder management requirements.
The University of Queensland values diversity and inclusion and actively encourages applications from those who bring diversity to the University. Please refer to the University’s Diversity and Inclusion webpage (http://www.uq.edu.au/equity) for further information and points of contact if you require additional support.

This role is a full-time position; however flexible working arrangements may be negotiated.

Accessibility requirements and/or adjustments can be directed to the contact person listed in the job advertisement.