POSITION DESCRIPTION

Position Title: Client Facility Manager (CFM)
Organisation Unit: Property and Facilities Division
Position Number: 
Type of Employment: Continuing full-time
Classification: HEW 8

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://uniquest.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

Information for Prospective Staff

Information about life at UQ including staff benefits, relocation and UQ campuses is available at - http://www.uq.edu.au/current-staff/working-at-uq

DUTY STATEMENT

Primary Purpose of Position

The Client Facility Manager (CFM) is responsible for ensuring the daily operation and maintenance of University buildings, building services and other physical assets within a Precinct Area occupied by large, complex and diverse organisational units with a significant number of technical facilities, as well as providing specific advice, direction and support to clients in the Precinct Area on all facilities management services.

As the manager of their Precinct Area team and under the direction of the Senior Client Facility Manager, the Client Facility Manager is responsible for scoping client needs and issues, aligning proactive solutions, and coordinating the allocation of maintenance resources to deliver high quality advice and services. The role is responsible for managing a team of maintenance staff in their Precinct Area team, providing support and guidance on complex maintenance issues, and identifying ways to continuously improve team performance and build capability that is aligned to current and future client needs and service delivery requirements. The role ensures all maintenance advice and services are in compliance with relevant policies and /or legislative and regulatory controls.

Duties

Duties and responsibilities include, but are not limited to:

Client Focused Strategy and Planning
1. Build and maintain strong relationships 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.

2. Advise clients on, and coordinate the facilities management related policies and procedures within a Precinct Area ensuring that all policies and procedures are well communicated, understood and upheld at all times.

3. Assist in the preparation of annual budgets and ensure that expenditure is within budget allocations and is incurred in the best interests of the client and the University.

4. Report to the Senior Client Facility Manager on client priorities and asset performance in general and on particular building operational issues, and provide high level project and contract management services as required by the Senior Client Facility Manager.

5. Ensure all works undertaken complement the University's teaching program and other primary activities and that disturbances are avoided or minimised wherever possible, as well as coordinate the provision of other Property and Facilities services and resources accordingly.

6. Participate in the planning, construction, commissioning and defects liability stages of building projects carried out by Property and Facilities to represent life cycle maintenance considerations.

**Operational Service Delivery Excellence**

1. Prioritise and determine how best to action work requests from the client community and ensure clients are provided with regular feedback, resulting in a high level of customer satisfaction.

2. Provide technical direction to building operators and carry out hands on preventative and corrective maintenance, as necessary, commensurate with own qualifications, skills and experience, as well as providing back up support for other trade disciplines.

3. Carry out regular inspections of facilities and provide advice to the Senior Client Facility Manager on a wide range of building issues and condition assessments.

4. Oversee the supervision and coordination of building related trades and contractors by providing direction in the scheduling, execution and inspection of maintenance activities to ensure that:
   a. staff members and contractors perform the work within their area of responsibility;
   b. work is performed to a satisfactory standard of workmanship;
   c. work is completed within agreed budgets and timeframes; and
   d. contractor payments are authorised.

5. Implement and facilitate the use of facilities management systems across a broad client base, including facilities management software systems, ensuring that asset data associated with the Precinct Area is accurately maintained and regularly updated.

6. Ensure that all works are carried out in accordance with all health and safety policies and procedures of the University and that staff members take all reasonable care to ensure that their actions or omissions do not adversely impact on the health and safety of others in the University.

**Leadership and People Management**

1. Provide effective performance management of facilities maintenance staff in the Precinct Area team, ensuring clear accountabilities, objectives and metrics are in place, and ongoing coaching and feedback is focused on achieving continuous improvement and a performance culture.

2. Works with team members to establish individual development plans focused on building technical skills and professional service capability within their Precinct Area team, and to support career planning and talent mobility across Campus Operations.
3. Provides effective leadership and guidance to maintenance professionals in their Precinct Area team on complex operational, policy or procedural matters to help improve the capability and performance of the team.

**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 Senior Client Facility Manager, who in turn reports to the Associate Director, Campus Operations. This position manages the Client Facility Coordinators.

**SELECTION CRITERIA**

1. Postgraduate qualifications or progress towards postgraduate qualifications and extensive relevant experience; or extensive technical experience and management expertise; 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
   - Workplace health and safety and environmental management, including relevant legislation, codes and standards

3. Excellent operational facilities management, planning and analysis skills with the ability to interpret and critically analyse complex technical specifications related to building design, construction and whole of life maintenance.

4. Demonstrated strong financial ability in managing operating budget allocations.

5. Proved experience building and maintaining productive client relationships with a diverse group of key stakeholders, acting as a trusted adviser for the management of operational facilities management needs and service level agreements.

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 combined with demonstrated experience creating a team environment and influencing a wide range of stakeholders and service providers.
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.