Position Description

Title: Manager, Building Maintenance  HEW Level: Level 9
Faculty/Office: Property  Position Number: New
Department/Team: Asset Management  Date: October 2017

Position Purpose: Contribute the development of building maintenance strategies and manage building maintenance services across the University.

ORGANISATIONAL CONTEXT

The Property Division supports the University in achieving its learning, teaching and research goals through providing planning, development and maintenance services for all University buildings and infrastructure as well as providing a growing commercial property investment portfolio through development and/or acquisition and managing the same.

Property consists of:

1. Development who work in conjunction with key stakeholders to identify what infrastructure and development will contribute to building a stronger future for the University and support achievement of the strategic objectives.

2. Project Management who manage all building and infrastructure projects on Campus to deliver successful completion of, refurbishment, building work and infrastructure projects. Their services span research, planning, design, procurement and project management.

3. Asset Management who are responsible for the management of the Macquarie University Academic, Research and Commercial Precincts. It includes strategic asset and leasing management, property and estate management, timetabling, facilities management, maintenance, technical experience and dedicated customer service.

ORGANISATION CHART

[Diagram of organizational structure showing roles and responsibilities]
**KEY ACCOUNTABILITIES**

- In conjunction with the Facilities & Operations Manager, develop building maintenance strategies and schedules to optimise the quality and lifespan of University and associated entity buildings and assets.
- Manage and drive the implementation of strategic building maintenance priorities, programs and schedules.
- Provide operational leadership in day-to-day running of the Building Maintenance team, managing work delegation, workflows and processes to deliver quality and timely maintenance services across the University and associated entities.
- Lead, coach and develop the Building Maintenance Coordinators.
- Identify and review existing systems and capability, processes and workflows to support implementation of building maintenance strategy and continuous improvement in the delivery of efficient, client-focused building maintenance services.
- Manage the selection and procurement of contractors and suppliers, manage performance against contract and resolve any issues escalated by Building Maintenance Coordinators.
- Review and critically evaluate external advice to develop ongoing maintenance programs for complex buildings and assets aligned with associated compliance and statutory requirements and agreed stakeholder requirements.
- Collaborate with Project and Asset Managers to transfer building maintenance for new builds from Project Management to Asset Management.
- Identify risks associated with building maintenance, address and implement risk mitigation strategies.
- Build and manage relationships with key internal stakeholders, external suppliers and contractors.
- Comply with relevant EEO and WHS regulations.
- Perform any other duties as required and appropriate for this classification.

**POSITION CONTEXT**

<table>
<thead>
<tr>
<th>Reports to:</th>
<th>Facilities and Operations Manager</th>
</tr>
</thead>
<tbody>
<tr>
<td>Positions Reporting to:</td>
<td>Direct: Building Maintenance Coordinator x 5, Central Functions Controller</td>
</tr>
<tr>
<td></td>
<td>Indirect: nil</td>
</tr>
</tbody>
</table>

**Key Direct Clients:**

- Faculty Technical Managers
- Faculty Facility Managers/ Officers
- Heads of Office, Heads of Dept, Senior Managers
- Particular staff members in other offices or departments
- External contractors and suppliers

**Other Key Relationships:**

- Property Project Management Team
- Asset Managers
- Commercial Team
- Services Infrastructure Team
- Other staff members in own office or department
- MQ staff in general

**Budget Accountability:**

- Nil

**Role-specific Conditions:**

- Working with children checks

**Scope and autonomy**

Develops and/or modifies organisation wide policies or manages specialised projects which require a high level of interpretation and subject matter expertise.

**Problem solving**

Regularly develops and/or modifies organisation wide policies to identify, develop and implement new initiatives, processes and programs which impact at a University wide level or within an area of specialisation.
## CAPABILITY FRAMEWORK

Capability Frameworks describe the behaviours, skills, attributes and experience required to successfully perform a position or group of similar positions.

<table>
<thead>
<tr>
<th><strong>COMPETENCIES</strong></th>
<th><strong>ATTRIBUTES</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Planning and Execution:</strong> Managing time and resources to complete tasks and achieve objectives.</td>
<td><strong>Perseverance:</strong> Persevering despite obstacles to ensure tasks are completed.</td>
</tr>
<tr>
<td><strong>Quality Focus:</strong> Ensuring accuracy and quality when completing tasks.</td>
<td><strong>Flexibility:</strong> Responding effectively to unexpected or changing circumstances.</td>
</tr>
<tr>
<td><strong>Communication:</strong> Effectively articulates key messages, both verbally and in writing, adapting to suit context and audience.</td>
<td><strong>Reliability:</strong> Meeting commitments and responsibilities.</td>
</tr>
<tr>
<td><strong>Service Focus:</strong> Making students, staff, alumni and other key contacts and their needs a priority.</td>
<td><strong>Interpersonal Impact:</strong> Making a positive impression on others in a range of interpersonal contexts.</td>
</tr>
<tr>
<td><strong>Relationship Management:</strong> Establishing effective working relationships with others.</td>
<td><strong>Resilience:</strong> Dealing effectively with and recovering quickly from setbacks or pressure.</td>
</tr>
<tr>
<td><strong>Teamwork:</strong> Working in collaboration with others to achieve shared goals.</td>
<td><strong>Accountability:</strong> Assuming responsibility for making decisions and delivering agreed outcomes.</td>
</tr>
<tr>
<td><strong>Implementing Systems:</strong> Adopting a systematic and organised approach, and developing and utilising guidelines and procedures.</td>
<td><strong>Integrity:</strong> Maintaining confidentiality, discretion and professionalism.</td>
</tr>
<tr>
<td><strong>Setting Expectations:</strong> Stating clearly what is expected from others, clearly expressing ideas, and maintaining a precise and constant flow of information.</td>
<td><strong>Energy:</strong> Approaching tasks with energy and pace.</td>
</tr>
<tr>
<td><strong>Tracking Performance:</strong> Taking nothing for granted and persistently monitoring the progress of activities to ensure they are completed on time.</td>
<td></td>
</tr>
</tbody>
</table>
**REQUIRED KNOWLEDGE**
Qualifications, technical and/or professional skills and information needed from day one for successful performance.

- Relevant qualification and experience in building services trades.
- Knowledge of compliance, standards and statutory requirements associate with building and equipment maintenance.
- Computer skills including MS Office and Building Maintenance Management programs.

**ACQUIRED KNOWLEDGE**
Organisational and/or professional skills and information to be developed within the first 3 to 6 months in the role for successful performance.

- Knowledge of Property’s functions and structure.
- Knowledge of Property’s policies, systems, processes and procedures.
- Understanding the external market/context relevant to their areas of expertise/specialisation
- Knowledge of how the University works and how relevant functions across the University interrelate.

**KEY EXPERIENCES**
Practical experiences and exposure to specific environments or activities related to successful performance.

- Managing and developing individual staff and teams.
- Contributing to organisation-wide building maintenance strategies and/or programs.
- Developing maintenance schedules for a range of complex buildings and assets.
- Working through the selection and procurement of contractors.
- Managing a range of contractors, including performance and quality of work against contract.
- Building and managing relationships with a range of internal and external stakeholders.
- Working with, providing technical advice and making recommendations across a range of systems, equipment and services including:
  - Electrics LV systems and mechanical services
  - Plant control systems
  - Fire protection equipment and systems
  - Chiller and boiler plant equipment
  - Water systems (grey water, portable and non-portable)