Position Description

Title: Team Leader Plumbing
HEW Level: 7

Faculty/Office: Property
Position Number:

Department/Team: Asset Management
Date: September 2018

Position Purpose: Provide leadership to a team of plumber trades persons providing support to campus operations by managing a range of enquiries for plumbing issues and plumbing maintenance required.

ORGANISATIONAL CONTEXT
The Macquarie University delivers a wide range of key building, infrastructure, development, investment and asset management services across the Macquarie campus.

The Property division delivers various building projects and provides planning and maintenance services across the University.

The Property division aims to transform Macquarie’s University vision in emerging a vibrant, sustainable, inspirational, and collaborate campus to develop new facilities and operations to enhance property aspirations through its main channels being Development, Property Project and Asset Management.

ORGANISATION CHART

Director, Property
  /  \
Head of Asset Management  Various Other Heads
  /  \
Facility & Operations Manager
  /  \
Administration Assistant  Engineering Manager  CAMS Asset Life Clerk  Soft Services Manager

  /  \
Team Leader Electrical  Team Leader HVAC  Team Leader Fire Services  Team Leader Plumbing
  /  \
Plumber x 2
### KEY ACCOUNTABILITIES

- Provide operational leadership in day-to-day running of the Plumbing team, managing work delegation, workflows and processes to deliver quality and timely maintenance services across the University and associated entities.
- Liaise with, brief, agree terms of service delivery, supervise and sign off external contractors and suppliers performing building maintenance.
- Manage the response and support provided by the electrical team to investigate, fault find and report problems/issues to resolve customer complaints and queries, and as required resolve any escalated incidents.
- Review, optimise and manage the workforce management plan to reduce reliance on contractor engagement by auditing works and optimising resource usage.
- Manage the workforce management plan by reducing the reliance on contractor engagement by auditing works and optimising resource usage.
- Manage and maintain accurate building equipment inventories, service records and equipment histories for installed building plant and equipment.
- Identify and review existing systems and capability, processes and workflows to support implementation of strategy and continuous improvement in the delivery of efficient, client-focused plumbing services.
- Provide expert advice to the Projects team through key insights into aspects of plumbing data record requirements to deliver systems that can be readily supported.
- Coordinate with key contacts in faculties and offices to ensure external contractors and suppliers have required access.
- Identify and mitigate potential areas of risk relating to plumbing maintenance.
- Comply with relevant EEO and WHS regulations.
- Perform any other duties as required and appropriate for this classification.

### POSITION CONTEXT

| Reports to: | Facilities and Operations Manager |
| Positions Reporting to: | Plumber x 2 |
| Key Direct Clients: | • Heads of Office, Heads of Dept, Senior Managers  
• Particular staff members in other offices or departments |
| Other Key Relationships: | • Contractors  
• Tradespersons |
| Budget Accountability: | None |
| Role-specific Conditions: | Provide rostered after hours support & alarm response as part of an ‘On-call’ team. |
| Scope and autonomy | Develops and modifies processes, procedures, systems and/or techniques for the work area and/or contributes to the development of University-wide systems, processes and procedures. |
| Problem solving | Analyses, designs and develops a range of alternatives and then uses expertise to decide on or recommend the best course of action. |
## 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>COMPETENCIES</th>
<th>ATTRIBUTES</th>
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<tbody>
<tr>
<td><strong>Influencing and Persuading</strong>: Building commitment by convincing others and winning them over to a particular point of view.</td>
<td><strong>Planning and Execution</strong>: Managing time and resources to complete tasks and achieve objectives.</td>
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<td><strong>Implementing Systems</strong>: Adopting a systematic and organised approach, and developing and utilising guidelines and procedures.</td>
<td><strong>Quality Focus</strong>: Ensuring accuracy and quality when completing tasks.</td>
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<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>Communication</strong>: Effectively articulates key messages, both verbally and in writing, adapting to suit context and audience.</td>
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<tr>
<td><strong>Delegating</strong>: Enlisting the talents of others to help meet objectives by giving them important activities and sufficient autonomy to exercise their own judgement.</td>
<td><strong>Service Focus</strong>: Making students, staff, alumni and other key contacts and their needs a priority.</td>
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<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><strong>Relationship Management</strong>: Establishing effective working relationships with others.</td>
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<td><strong>Giving Feedback</strong>: Letting others know in a respectful, supportive and straightforward manner what is expected of them, how they have performed and if they have met needs and expectations.</td>
<td><strong>Teamwork</strong>: Working in collaboration with others to achieve shared goals.</td>
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<td><strong>Delivering Outcomes</strong>: Holding self and others accountable for achieving high quality and solution focused outcomes.</td>
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**REQUIRED KNOWLEDGE**  
Qualifications, technical and/or professional skills and information needed from day one for successful performance.

- Preferred formal licence qualification in trade but not necessary
- Management certificate or equivalent
- A current Supervisor trade licence linking to the position
- Computer skills – MS Word, Excel, Outlook
- A sound knowledge of the Australian Standards linked to the position

**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 functions and structure.
- Knowledge of Property policies, systems, processes and procedures.
- Knowledge of what other areas of the University do and how they interact with Property.

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

- Supervising staff and contractors, reviewing and assessing work for compliance and payment of invoices.
- Providing technical support and interpretation of complex wiring systems
- Mentoring and performance management of staff
- Working with Cbus and DALI fault finding and programming
- Working with Allen Bradley Programmable Logic Control fault finding and programming
- Working with generator backup systems and automatic transfer switching of medium voltage power