Position Description

Title: Team Leader HVAC/BMS
HEW Level: 7

Faculty/Office: Property
Position Number:

Department/Team: Asset Management
Date: September 2018

Position Purpose: Provide leadership to a team of HVAC/BMS skilled and trades persons providing support to campus operations by managing a range of air conditioning, mechanical maintenance and installation tasks.

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
  - Facility & Operations Manager
    - Administration Assistant
    - Engineering Manager
    - CAMS Asset Life Clerk
    - Soft Services Manager
    - Team Leader Electrical
    - Team Leader HVAC/BMS
    - Team Leader Fire Services
    - Team Leader Plumbing
    - Building Maintenance Coordinator
    - Technical Services Officer
    - Refrigeration & Air Conditioning Mechanic x 2
- Various Other Heads

Various Other Heads

KEY ACCOUNTABILITIES

- Provide operational leadership in day-to-day running of the HVAC 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 HVAC services.
- 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.
- Maintain 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 HVAC services.
- Provide expert advice to the Projects team through key insights into aspects of HVAC 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 HVAC maintenance and services.
- 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:
- Building Maintenance Coordinator
- Technical Services Officer
- Refrigeration & Air Conditioning Mechanic 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.

### COMPETENCIES
Clusters of behaviours required for successful performance.

- **Influencing and Persuading**: Building commitment by convincing others and winning them over to a particular point of view.
- **Implementing Systems**: Adopting a systematic and organised approach, and developing and utilising guidelines and procedures.
- **Setting Expectations**: Stating clearly what is expected from others, clearly expressing ideas, and maintaining a precise and constant flow of information.
- **Delegating**: Enlisting the talents of others to help meet objectives by giving them important activities and sufficient autonomy to exercise their own judgement.
- **Tracking Performance**: Taking nothing for granted and persistently monitoring the progress of activities to ensure they are completed on time.
- **Giving Feedback**: 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.
- **Delivering Outcomes**: Holding self and others accountable for achieving high quality and solution focused outcomes.

### ATTRIBUTES
Personal qualities related to successful performance.

- **Planning and Execution**: Managing time and resources to complete tasks and achieve objectives.
- **Quality Focus**: Ensuring accuracy and quality when completing tasks.
- **Communication**: Effectively articulates key messages, both verbally and in writing, adapting to suit context and audience.
- **Service Focus**: Making students, staff, alumni and other key contacts and their needs a priority.
- **Relationship Management**: Establishing effective working relationships with others.
- **Teamwork**: Working in collaboration with others to achieve shared goals.
### 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 of large and small-scale HVAC systems
- Knowledge of the dynamics of a refrigeration plant
- Working with management and maintenance Refrigeration systems
- Working with Niagara Building Management System architecture and programming
- Mentoring and performance management of staff
- Knowledge and management of the legislative requirements for refrigerant gas and associated equipment
- Knowledge of cooling tower operation and legislative maintenance requirements
- Knowledge and interpretation of Schematic diagrams