Position Summary

The role of the Estate Management Business Partner (EMBP) is one of advice and facilitation, acting as the main conduit between EM and its customers. BP’s focus on communication, engagement and relationship management to deliver high levels of customer experience and add value.

The UNSW estate is extensive and multi-disciplinary. This EMBP requires a high degree of independence with the ability to work collaboratively with a wide range of stakeholders. In addition, the EMBP will display operational and strategic problem solving and creative thinking with the ability to provide high-level advice to senior management and various other stakeholders within the University. The information and insights gathered through customer engagement forms a fundamental input to campus wide Estate planning. The EMBP is a gateway to Estate Management services, it is a role that provides collaboration and engagement with subject matter experts for a high level of service delivery. In providing this information, the EMBP is required to assess, report and make recommendations on a range of EM related matters.

The Estate Management Business Partner reports to the Senior Estate Management Business Partner and has no direct reports.

Accountabilities

Specific accountabilities for this role include:

- Responsible and accountable for effective service delivery of all Estate Management services through to allocated Faculties and/or Divisions.

- Provide high level advice and support to allocated partner Faculties and/or Divisions regarding all EM related operations and services to ensure long term, mutually beneficial
partnerships. This includes, but is not limited to, the development of annual Customer Business plans and support for capital budgeting and monitoring.

- Work with customers to interpret and articulate customer space briefs.
- Assist partner groups to develop, review and update their business strategies as it relates to space requirements and requested investment for facilities in accordance with relevant UNSW decision making, policy, process and guidelines.
- Collaboratively work with Asset Management team members to consider space allocation recommendations for their partner organisations and provide long-term strategic input to the estate planning process. Including, reviewing customer long term space planning requirements for incorporation into campus planning.
- Play a leading role in delivering the EM communication and stakeholder engagement strategy. This will be achieved by raising the level of awareness and understanding of EM services and service levels.
- Champion EM led projects or initiatives to ensure effective engagement and seamless implementation and/or delivery for respective Faculties or Divisions.
- In conjunction with the partner FEDs and/or DODs and nominated representatives, negotiate and resolve complex internal space or supporting infrastructure issues and ensure acceptable solutions for all customers and the University.
- Develop and maintain a robust understanding of all EM key processes, projects and operational activities in their respective areas and be able to address and resolve any issues or concerns with relevant EM operational or project managers.
- Develop a sound understanding of partner context, drivers and operational requirements as well as other environmental factors (tertiary education sector trends, UNSW strategic objectives etc.) to ensure EM is in the strong position to support the university’s core business.
- Play a liaison and support role in supporting partner accommodation planning with the Asset Management (space) team and execution with the Estate Improvement team. This includes advice and support in developing annual Estate Improvement Plan bids or governance papers, space allocation requests, completing and updating Customer Business Plans, facilitating implementation of approved projects and interface with Faculty and/or Divisional Units and stakeholders as required.
- Support Faculty store managers to ensure facilities, are secure and fit for purpose.
- Provide advice on and undertake budget planning exercises for EM related initiatives.
- Regularly liaise with other university service providers in relation to all space and accommodation issues, including planning for shared services.
- Continually review EM performance against recognised standards and contribute to business improvement through reporting and advice.
- Build trusted and collaborative relationships within EM and customers throughout the Faculties and/or Divisions in order to gain information on emerging trends and ideas to ensure potential opportunities are leveraged and risks are anticipated and proactively managed.
- Cooperate with all health and safety policies and procedures of the university and take all reasonable care to ensure that your actions or omissions do not impact on the health and safety of yourself or others.

Skills and Experience

- Relevant tertiary qualifications or equivalent competency gained through any other combination of education, training and/or experience with a strong track record in Operations Management, Project Management and executive level stakeholder engagement. A sound understanding of Estate Management operations would be beneficial.
- Sound understanding of the tertiary education sector, trends and challenges.
- Demonstrated leadership and expertise working in a large, complex and diverse environment.
- Solution focused with demonstrated high level negotiation and consultation expertise, strong networking capability, and personal and professional credibility.
- Outstanding interpersonal and communication skills with demonstrated customer centric approach.
- Strong analytical and conceptual skills including the ability to synthesize complex issues and deliver robust outcomes.
- Proven financial and resource planning and operations management experience.
- Sound working knowledge of current WHS regulations/legislation.
- Ability and capacity to implement required UNSW health and safety policies and procedures.
- An ability to work effectively and efficiently with diverse groups and individuals, with an ability to resolve conflict and manage ambiguity
- An understanding of and commitment to UNSW's aims, objectives and values in action, together with relevant policies and guidelines

About this document
This Position Description outlines the objectives, desired outcomes, key responsibilities, accountabilities, required skills, experience and desired behaviours required to successfully perform the role.

This template is not intended to limit the scope or accountabilities of the position. Characteristics of the position may be altered in accordance with the changing requirements of the role.