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POSITION DESCRIPTION

Assistant Facilities Manager

Faculty/Division

Classification Level

Hours & Span (Category)

Position number

Shiftwork status

Allowances

On call arrangements

Original document creation

Division of Operations

Professional 6

I - Custodian

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NOT SHIFTERWORKER

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22 January 2024

Position Summary

The Assistant Facilities Manager is responsible for overseeing the planning, prioritisation and implementation of support services for building maintenance, facilities management, repairs and improvements across a diverse portfolio, of technical installations, research laboratories and integrated building services. Working as part of a team of experienced building facilities managers, this position will be responsible for the effective delivery of the full range of facility management services to UNSW's assets under external service contracts.

The role provides support to the Building Management and Maintenance team on matters regarding building presentation, performance and building services maintenance. The role works closely with the internal teams that form Estate Management, including Asset Management, Property and Building Management, General Services Contracts Manager, the Engineering Manager, the Energy Manager and the Maintenance Management systems administrator. The Assistant Facilities Manager has regular contact with internal stakeholders including University managers, Academic staff, professional & technical staff (Faculties, Schools, Divisions, Facilities Management, Finance & Operations, and University Services).

The position has regular contact with external stakeholders including contract service providers, suppliers, consultants, building contractors and sub-contractors and project partners.

The role of Assistant Facilities Manager reports to the Precinct Facilities Manager and has no direct reports.

Accountabilities

Specific accountabilities for this role include:

- Provide building facilities management services for the assigned assets to ensure that priorities are met in accordance with agreed management programs and budgets.
- Monitor and report on the quality and effectiveness of FM external service delivery in accordance with established Service Level Agreements.
- Assist the Building Management and Maintenance team develop an annual facilities management performance and improvement plan for the assigned assets.
- Support the implementation of building projects and minor refurbishment works with key stakeholders, from project conception through brief development, design and construction phases, cost control to hand over and transition to ongoing maintenance.
- Prioritise work requests for the assigned assets from the client community and ensure they are efficiently assigned and effectively managed.
- Assist the project management of building improvement, refurbishment and minor works projects within agreed budgets, quality delivery parameters, and client expectations.
- Facilitate external service provider's transition in and out of University contracts.
- In collaboration with the Maintenance Management systems administrator, maintain the accuracy of plant and equipment data records in Archibus.
- Build professional relationships with Faculties, Schools, Divisional stakeholders as well as external stakeholder and ensure that effective channels of communication are maintained.
- Report to the Building Management and Maintenance team on client priorities and asset performance on building maintenance, operational and budget issues.
- Support and deputise for the Facilities Manager as and when required.
- Align with and actively demonstrate the [UNSW Values in Action: Our Behaviours](#) and the [UNSW Code of Conduct](#).
- 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 psychosocial or physical health and safety of yourself or others.

Skills and Experience

- Trade qualifications or relevant tertiary qualification with subsequent relevant experience in FM service delivery or an equivalent level of knowledge gained through any combination of education, training and experience.
- Understanding of operational and facilities management with building services and infrastructure in a large and complex property portfolio
- Knowledge in building services project management, financial management, budget setting, work prioritisation and performance tracking.
- Good interpersonal, organisational and communication skills with excellent track record in providing high quality customer service. This includes an understanding of FM as a value-added service, including the ability to work in a collaborative effort to create opportunities and develop solutions.
- Excellent problem solving skills with a proven capacity to exercise initiative and develop solutions.

- Working knowledge of relevant building standards, such as NSW Codes of Practice, Australian Standards, Work Health and Safety Act and Regulations 2011, Building Code of Australia etc.
- Previous experience in the Tertiary Education Sector, Major Hospital, health system or public infrastructure sectors, is desirable.
- An understanding of and commitment to UNSW's aims, objectives and values in action, together with relevant policies and guidelines.
- Knowledge of health & safety (psychosocial and physical) responsibilities and commitment to attending relevant health and safety training.

Pre-employment checks required for this position

- Verification of qualifications

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.