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## POSITION DESCRIPTION

# Head of Building Management

Faculty/Division

Classification Level

Hours & Span (Category)

Position number

Shiftwork status

Allowances

On call arrangements

Original document creation

Division of Operations

Professional TFR

G - Administrative, Clerical, Computing, Professional & Research Staff

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NOT SHIFTWORKER

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2 January 2024

### Position Summary

Facilities Management (FM) is a unit within UNSW's Estate Management group that is responsible for the provision of facilities services across UNSW's portfolio of properties. With a purpose to shape an outstanding campus experience that enables UNSW to achieve its vision. FM will deliver these services through robust management practices, an empowered and engaged team, positive relationships with staff, faculties and students and sustainable partnerships with valued service partners.

The Head of Building Management leads the delivery of building management and maintenance projects through a dedicated team of FM professionals. Displaying strategic planning skills and the ability to influence and support, they will also engage across the Estate Management group with areas such as Security & Traffic, Asset Management and Design, Delivery and Development to align the management of facilities to the UNSW accommodation master plan.

Supporting the Director of FM, the role will have the overall accountability for repairs and maintenance budgets, setting long term standards for facilities and the engagement of service provider partners. Working in conjunction with the wider FM Senior Management team, Safety, Sustainability and Compliance will be embedded in the FM team's culture.

The Head of Building Management reports to the Director, Facilities Management and has several direct reports.

## Accountabilities

Specific accountabilities for this role include:

- Contribute to the formulation of the Facilities Management strategic plan.
- In collaboration with Director, Facilities Management, drive the strategy of the Facilities Management function for the University by developing highly effective service models, embedding robust risk management practices, and implementing the UNSW Health and Safety Management Framework within the FM team
- Provide leadership on holistic building maintenance and project management with a view of continuous improvement and extracting maximum value from service provider arrangements whilst ensuring compliance with all UNSW safety obligations, regulatory requirements and industry specific best practices.
- Develop and implement processes and procedures to ensure all services rendered are proactive and customer- focused, cost effective and efficient, meets statutory regulations and standards and is able to record and report its activities using robust systems and processes.
- In collaboration with Procurement, oversee the procurement of goods and services necessary for facilities management from initial planning through to contract award, ensuring transparency and compliance with the UNSW Procurement Policies. This includes the development of tender documentation, variations and renewals of all Facilities Management contracts and panels.
- Lead ongoing reviews of existing external service provider arrangements including identifying opportunities to improve contract arrangements, deliver cost efficiencies and increase overall service level performance.
- Proactively manage contracts and track the performance, financials and administration of service providers and commercial supply contracts in accordance with University policy and procedures and legislative requirements.
- Oversee the continual management and maintenance of the Building Asset Management Plan (BAMP) and capital lifecycle forecasting across the precinct and interfaces with key stakeholders including Asset Management and the Design, Delivery and Development team to ensure the recommended upgrades are in line with the university requirements.
- Manage and oversee the financial management of the Building Management operations, including establishment, monitoring and forecasting of budgets, development of strategies to ensure optimal service delivery with cost effectiveness as a cornerstone, and ensuring effective governance for all financial transactions.
- Lead and execute the statutory obligations for building and facilities compliance including all annual testing and certification, maintenance regimes and documentation.
- Review all audit findings, introduces best practice processes to address these findings, and oversees the implementation of recommendations to ensure effective resolution and closure of each item.
- Maintain a working knowledge of and currency in relevant acts, legislation, industrial awards, and compliance which may affect Estate Management operations e.g. WHS Act and Regulations, National Construction Code (NCC), Environmental Protection Act and Regulations (EPA), Codes of practice, Australian standards, Industry guidelines and the Enclosed Land Act.
- Develop a team culture that supports the wider FM team values, purpose and vision while providing a high level of leadership and management advice on facilities management, maintenance, repairs, and minor refurbishment works for the assigned assets.

- As a member of the FM senior leadership team, provide coaching and mentoring support to all FM team members through effective leadership and strategic planning aligned with the FM values, vision and purpose.
- Align with and actively demonstrate the [UNSW Values in Action: Our Behaviours](#) and the [UNSW Code of Conduct](#).
- Ensure hazards and risks, both psychosocial and physical are identified and controlled for tasks, projects, and activities that pose a health and safety risk within your area of responsibility.

## Skills and Experience

- A relevant tertiary qualification accompanied by extensive relevant professional experience in Facilities Management and strategic asset management.
- Robust industry knowledge within Facilities Management and a strong track record in developing and overseeing strategic facilities and asset management plans, programs and initiatives with advanced technology
- Experience in designing and implementing innovative technology solutions to improve facility operations and maintenance.
- Experience in people leadership, development, engagement and management, with the demonstrated skills to motivate inspire, and mobilise diverse teams to create a positive workplace culture and deliver quality outcomes.
- Proven track record managing Work Health and Safety (WHS) management systems, which gives guidance to provide safe and healthy workplaces by preventing work-related injury and ill health, as well as by proactively improving its WHS performance.
- Proven ability in strategic planning and execution and implementation of quality and compliance.
- Superior organisational, financial management and reporting skills. A strong track record in managing projects.
- Excellent consultation, influencing, communication, and negotiation skills to achieve organisational outcomes.
- Demonstrated ability to lead change and promote innovation and continuous improvement.
- Exceptional analytical and problem-solving skills and proven ability to exercise judgement and use initiative.
- 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.

