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## POSITION DESCRIPTION

# Senior Facilities Manager

Faculty/Division

Classification Level

Hours & Span (Category)

Position number

Shiftwork status

Allowances

On call arrangements

Original document creation

Division of Operations

Professional 9

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

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NOT SHIFTWORKER

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### Position Summary

The Senior Facilities Manager is responsible for managing the planning, prioritisation and implementation of support services for building maintenance, facilities management, repairs and improvements across a complex and diverse portfolio, including a large number 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 high level specialist advice to the Building Management team on matters regarding building performance, technical service installations and building services maintenance.

The role of the Senior Facilities Manager reports to the Senior Manager, Building Management and has no direct reports.

### Accountabilities

Specific accountabilities for this role include:

- Lead the building management and maintenance for the assigned assets to ensure that priorities are met in accordance with agreed management programs and budgets.
- Provide high quality reports on the quality and effectiveness of EM external service delivery in accordance with established Service Level Agreements.

- Provide strategic recommendations to the Senior Manager, Building Management on EM processes, procedures and policy which impact on the business delivery for the area of responsibility.
- Develop minor refurbishment works annual program for the assigned assets to ensure that priorities are met in accordance with agreed building management programs, performance objectives and budgets.
- Take a leading role in the implementation of complex 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.
- Manage the external service provider's contracts, including delivery of services in line with the service providers contractual deliverables.
- Provide a high level of support and management advice to the Precinct Manager on facilities management, maintenance, repairs, and minor refurbishment works for the assigned assets.
- Lead the Building Management and Maintenance team to develop an annual facilities management performance and improvement plan for the assigned assets.
- Support and deputise for the Senior Manager, Building Management as and when required.
- Provide guidance, mentoring and technical building knowledge to new staff as part of on-boarding.
- Coordinate and prioritise maintenance, repairs, minor refurbishment works and emergency response access and shutdown requirements with University stakeholders.
- Build professional relationships with Faculties, Schools, Divisional stakeholders and external stakeholders and ensure that effective channels of communication are maintained.
- Report to the Senior Manager, Building Management on client priorities and asset performance on building maintenance, operational and budget issues.
- Ensure EM activities and building management solutions are pro-active, innovative and add value in the area of responsibility for the assigned assets.
- Review and approve permits to service providers based on them meeting the minimum UNSW requirements.
- Assist with Building Management and Maintenance tender and procurement processes in accordance with University policy and procedures.
- Assist with the preparation, development and submission of annual building budgets and works programs.
- Facilitate the building's Annual Fire Safety and Essential Services Compliance Reports for the assigned assets and manage any corrective actions or compliance issues.
- Facilitate the proper implementation of EM procedures, services and activities by EM service providers ensuring they are understood and observed, and in accordance with contractual obligations.
- Must ensure compliance with statutory, legislative requirements including Australian Standards and the relevant Building Codes.
- Provide oversight and auditing of external service providers for key elements in a safe management system including risk assessment, Safe Work Method Statement and WHS compliance.

- Align with and actively demonstrate the [UNSW Values in Action: Our Behaviours](#) and the [UNSW Code of Conduct](#).
- Ensure hazards and risks 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**

- Tertiary qualifications or equivalent facilities management qualifications and/or experience with a minimum 7 years' relevant experience in building management and FM service delivery, planning, prioritisation, budgeting and financial management.
- Extensive experience in contract and contractor management, service contract procurement including developing and maintaining professional working relationships.
- Extensive operational and facilities management experience with building services and infrastructure in a large and complex property portfolio.
- Experience in building services project management, financial management, budget setting, work prioritisation and performance tracking.
- Highly developed leadership qualities, interpersonal, organisational and communication skills with excellent track record in providing high quality customer service. This includes a strong understanding of FM as a value-added service, including the ability to work in a collaborative effort to create opportunities and develop solutions.
- Excellent negotiation and 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.
- Proficiency in MS Office, Excel, MS Project and relevant computer applications applicable to a facilities and building management environment.
- 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.