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## POSITION DESCRIPTION

# Facilities Manager

Faculty/Division

Classification Level

Hours & Span (Category)

Position number

Shiftwork status

Allowances

On call arrangements

Original document creation

Division of Operations

Professional 7

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

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NOT SHIFTWORKER

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1 July 2023

### Position Summary

The 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 Facilities Manager provides high level specialist advice to the Building Management and Maintenance team on matters regarding building presentation, performance and building services maintenance.

The Facilities Manager has regular contact with internal stakeholders including University senior executives, managers, Academic staff, and regular contact with external stakeholders including contract service providers, suppliers, consultants. The Facilities Manager is required to support and deputise for the Senior Facilities Manager as and when required.

The role of Facilities Manager reports to the Precinct 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 Estate Management (EM) external service delivery in accordance with established Service Level Agreements.
- 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.
- Assist the Building Management and Maintenance team develop an annual facilities management performance and improvement plan for the assigned assets.
- Take a leading role in 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.
- Project manage building maintenance, improvements, refurbishment and minor works projects within agreed budgets, quality delivery parameters, and client expectations, including emergency response access and shutdown requirements with University stakeholders.
- Build professional relationships with Faculties, Schools, Divisional stakeholders as well as external stakeholder and ensure that effective channels of communication are maintained, this includes coordinating the on/off-boarding of external service providers.
- Report to the Building Management and Maintenance team on client priorities and asset performance on building maintenance, operational and budget issues.
- Using the University's maintenance management systems (Archibus), coordinate building maintenance programs considering building requirements, operational parameters, access constraints and building conditions.
- In collaboration with the Maintenance Management systems administrator, maintain the accuracy of plant and equipment data records in Archibus.
- Fully utilise the University's financial management systems to manage and report on operational budgets, forecast costs, facilities management services and asset performance. Assisting 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.
- The position must ensure compliance with statutory, legislative requirements including Australian Standards and the relevant Building Codes.
- 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 equivalent facilities management qualifications and/or experience with a minimum 5 years' relevant experience in building maintenance and FM service delivery, planning and prioritisation.
- Demonstrated experience in contract and contractor management, service contract procurement including developing and maintaining professional working relationships.
- 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.
- Good 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 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.
- 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.

## **Other Requirements**

- Participate in an out-of-hours response and major incident emergency roster on a rotational basis.

## **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.