

PROJECT MANAGER - FACILITIES MAINTENANCE

Position Number:	P226005
Banding/Remuneration:	Band 7
Division/Branch:	City Services/Facilities and Infrastructure Maintenance
Reports To:	Coordinator Facilities Maintenance
Date Approved:	Oct 2024

Position Objectives:

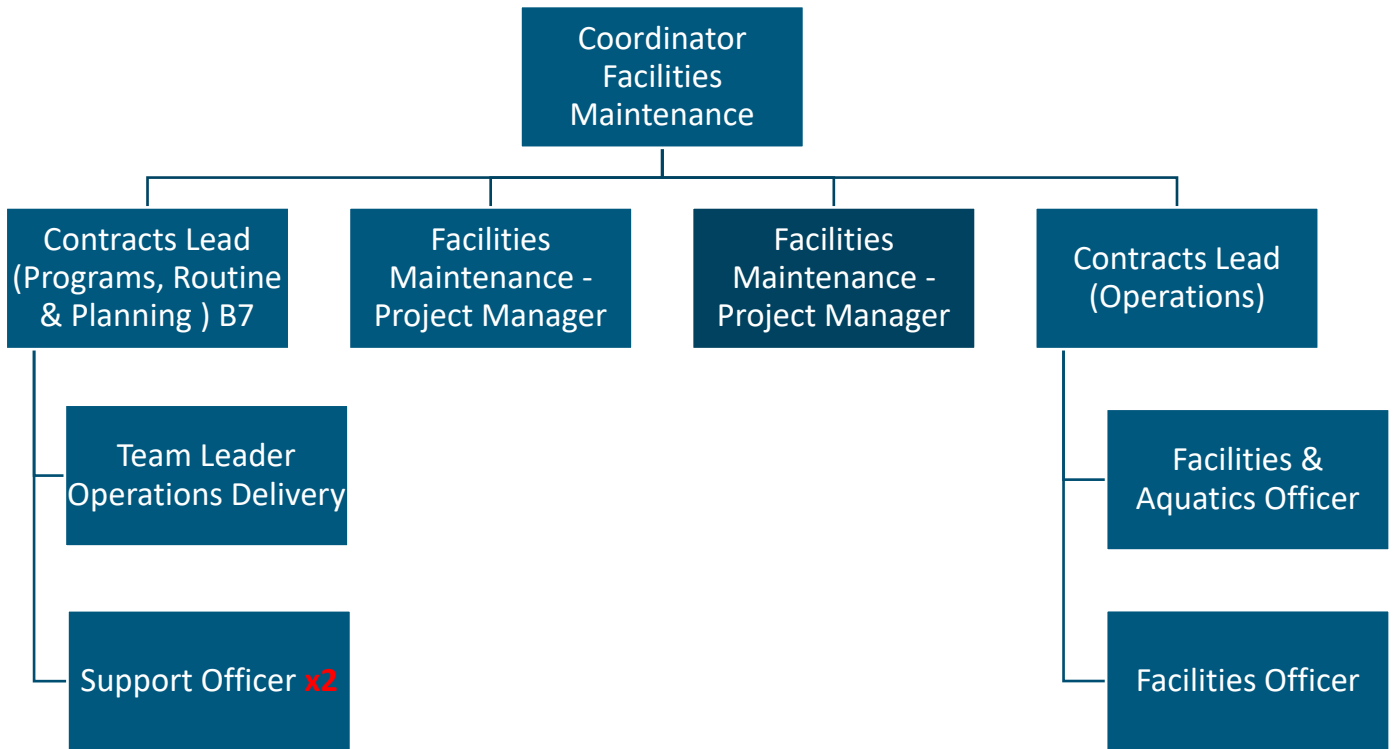
The Project Manager Facilities Maintenance (FM) will undertake project management of facilities including building, horticultural, civil and environmental related projects. This includes the successful transition of Capital Project works to the Operations and Maintenance Units of the organisation.

Working according to the Project Management Framework, key aspects of the position include the provision of high-quality project planning, programming, risk assessment and supervision of projects as assigned to Facilities Maintenance. The position will engage and supervise internal and external Design Consultant Teams as required.

Consulting with a broad range of stakeholders, the position will actively engage with community to document long and short-term needs and interests, for consideration of project deliverables. Project design will underpin social, economic and infrastructure needs, and continually improve Council assets.

The position will ensure contract and project management responsibilities are implemented and corporate systems are effectively used; check that construction and works sites are set up in accordance with current OH&S and industry practice requirements, and, manage special projects relating to municipal infrastructure as assigned to Facilities Maintenance.

Team Structure:



Key Responsibility Areas:

Leadership and Development

- Foster a culture that is reflective of the City of Monash values.
- Act as an advocate of the City of Monash in dealings with the community, other agencies and organisations.
- Lead in a team approach to problem solving, team development and continuous improvement of service delivery and workplace systems.
- Promote a strong customer service orientation among staff.
- Conduct regular meetings with contractors and staff to monitor and evaluate performance and development.
- Identify and facilitate staff training needs designed to develop staff and to increase efficiency and effectiveness. A skills matrix and training plan for staff must be developed.
- Assist the Coordinator to plan for multi skilling of staff and arrange rotations within their unit or through other areas of the Infrastructure division to enhance workforce skills and flexibility.
- Develop performance management objects for staff, appraise and counsel staff informally and through formal reviews in accordance with approved procedures.
- Manage and motivate staff to ensure they maintain a high level of professional ethics and perform the responsibilities to achieve Council goals and priorities.
- Undertake recruitment, selection and appointment of staff in accordance with authorised delegations.

Contract Management and Development

- Lead the process to prepare tender document specifications and ensure adherence to Council policies to manage the effective delivery of facilities services contracts and trade panels.
- Lead the process to ensure that contracts are in place to ensure council's regulatory requirements are met.
- Maintain probity and effective controls over the initial establishment, advertising and letting of contracts ensuring adherence to the Council policies and guidelines.
- Analyse tenders and quotations as part of an evaluation team including the formulation of evaluation criteria, preparation for interviews and pre tender meeting and site inspections.
- Monitor contractor performance against contract key performance indicators (KPI's).
- Manage the performance of the contracts over the life of the contract including performance, value and expiration.
- Contribute to the end user experience through the timing, delivery and quality of contracted standards and service planning for current and future requirements.
- Recommend contract variations as required and determine appropriate responses and recommendation on contract performance issues.
- Ensure that all contracts being managed meet with OH&S compliance.

Management and Financial

- Determine budgetary requirements for Council to meet agreed levels of service.
- Contribute to development of the unit's budget and prepare budget submissions in consultation with the Coordinator Facility Maintenance.
- Assist in ensuring the unit's annual budget is appropriately phased and that all expenditure is kept within the approved budget.
- Actively monitor and report budget expenditure.
- Exercise financial and contractual delegations.
- Demonstrated ability to supervise and lead staff in a team environment including the ability to develop and recognise staff capabilities.
- Ability to achieve objectives and goals taking into account internal and external constraints and opportunities.
- Well-developed ability to prioritise and organise activities to ensure efficient use of time and resources whilst providing prompt, customer service.
- Ability to resolve complex enquiries in a timely and accurate manner with minimal supervision.
- Well-developed analytical skills with the ability to review and drive projects.
- Sound communication skills in dealing with a wide range of stakeholders including Council staff, contractors and members of community and service groups.
- Clear and concise written and verbal communication skills including the capacity to articulate reasons for decisions and actions.
- A good understanding of, and ability to implement human resource policies and practices including Awards, Code of Conduct, Equal Employment Opportunity, Risk Management, Health and Safety, Performance Conversations, Staff Development Programs and recruitment and selection.

Occupational Health and Safety

- Provide and maintain a healthy, safe, and risk-free work environment as far as is reasonably practicable.
- Eliminate or minimise workplace hazards and risks as far as is reasonably practicable, including the development of strategies for the prevention, identification, evaluation, and control of hazards.
- Ensure the policy and the SMS are effectively implemented in their areas of responsibility, support employees, and hold them accountable for their specific health and safety responsibilities.
- Provide information, instruction, and training to enable employees to work safely.
- Foster a culture that encourages employees to participate in health and safety matters and endeavours to continually improve health and safety.

Accountability and Extent of Authority:

- Managing resources to provide responsive maintenance services for Council buildings and structures that ensures these asset are maintained fit for use.
- Delivering quality maintenance services within allocated budget and agreed response times.
- Managing the performance of contractors, staff and user expectations.
- Maintaining appropriate and adequate record keeping associated with the objective of providing effective safety supervision
- Achieving project objectives and satisfactory performance of all projects within area of responsibility.
- Inputting into policy development within their area of expertise and/or management.
- Operate independently within the parameters of Council policy to manage decision making processes and provide rapid response requirements.
- Provide advice to external customers within delegation as set out in policies and procedures.
- Approve expenditure in relation to the team's activities within delegation as set out in policies and procedures.

Judgement and Decision Making:

- The incumbent is required to make judgements, decisions and determine appropriate actions in accordance with the OHS Act, Building Act, Building Regulations, Essential Safety Measure requirements and associated Codes, Standards, Local Laws, Council's policies and delegations whilst maintaining special regard to safety, health and amenity, compliance and effective customer service delivery.
- Ability to performance management issues with contractors and determine appropriate response to issues.
- Problem solve and provide appropriate action
- Escalate major non-conformances with recommendations for resolution.
- Provides advice and recommendations as required from time to time within the organisation and in the decisions of, Council reports and general correspondence.

Specialist Knowledge and Skills:

- An understanding of the long term goals / values and of the policies of the branch and organisation.
- Demonstrated ability to coordinate contractors and manage time effectively to achieve objectives within time frames.
- Well-developed investigation, conceptual, analytical, case management, project management and reporting skills. These skills are to be applied in the search for solutions to new problems, customer service performance and for service improvement opportunities using specialist knowledge.

- Sound, up to date knowledge and application of Australian building standards including heritage issues.
- To provide and apply authoritative knowledge and application of Monash contract, project and financial management protocols.
- Maintain knowledge industry best practice in procurement of services and contract management trends.
- An understanding and ability to apply the Best Value principles as outlined in the Local Government Act and knowledge of the principles of continuous improvement.

Leadership Skills:

- Shares vision and purpose - optimistically discusses the team vision and core purpose
- Coaches team - asks engaging questions and provides valuable insights
- Delegates – organises work effectively and efficiently
- Conducts constructive conversations - takes proactive action and discusses challenging issues

Management Skills:

- People and team leadership and management skills in a complex setting incorporating corporate and field based employees
- Broad management understanding including areas such as quality assurance, continuous improvement, management reporting and services provision model
- Complex project management.

Interpersonal Skills:

- Ability to prepare complex reports including tender documents and other written reports
- Ability to gain co-operation, motivate and develop assistance from clients, employees and contractors
- Sound communication skills in dealing with a wide range of stakeholders including Council staff, contractors and members of community, user and service groups.
- Communication with a wide range of stakeholders including Council staff, contractors, members of community and service groups.

Qualifications and Experience:

- Tertiary qualification in facilities management, building or engineering related field
- Experience in the building industry/contract management or facilities maintenance role dealing with contracted services.

Key Selection Criteria:

- Tertiary Qualification in a facilities management building or engineering related field.
- Relevant experience in the building industry, with a thorough knowledge and understanding of the Building Act and Regulations, Building Code of Australia and relevant Australian standards.
- A working knowledge and understanding of OHS legislation and obligations under OHS laws.
- Well-developed communication and interpersonal skills and ability to perform as an integral team member within the organisation whilst fostering and developing interdepartmental relationships.
- Sound budget development and management experience.
- Ability to manage multiple tasks and deal with complex issues.
- Computer skills and experience in using current business software packages.

- A current Victorian driver's licence or equivalent licence.

Organisational Context:

The City of Monash has a growing, passionate and cosmopolitan population estimated around 193,000 residents (2021). We are one of Victoria's leading Councils, serving a large well established community with very highly skilled and well-educated population. Monash is a proud multicultural community with almost half of our community born overseas and coming from more than 106 countries.

These key directions are driven by a commitment to a sustainable city, inclusive services, enhanced places and good governance, across five (5) Divisions:

- Executive
- City Development
- City Services
- Corporate Services
- Community Services

Our Vision: "To be the most liveable city in Victoria"

Our Mission: "Make a difference through commitment, leadership and expertise."

Our Values:

- **Accountability**
We are responsible for our actions and behaviours every day.
- **Respect**
We value diversity and appreciate others.
- **Teamwork**
We work collaboratively to achieve shared goals.

*Monash Council is committed to be a **flexible, safe, equal, and inclusive workplace** where we embrace and support diversity.*

We are committed to being a child safe organisation and have zero tolerance to child abuse.