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| **Position Description** |

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| **Senior Manager Operations** |
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| **Position No:** | NEW |
| **Department:** | Operations & Maintenance  |
| **School:** | Infrastructure & Operations |
| **Campus/Location:** | Melbourne (Bundoora) |
| **Classification:** | ESMC1  |
| **Employment Type:** | Fixed Term (Two Years) |
| **Position Supervisor:** **Number:** | Director Operations & Maintenance 50118830  |
| **Other Benefits:** | <http://www.latrobe.edu.au/jobs/working/benefits>  |

Further information about:

La Trobe University - <http://www.latrobe.edu.au/about>

Infrastructure & Operations – http://latrobe.edu.au/io

**For enquiries only contact:**

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| **Position Description** |

**Senior Manager Operations**

**Position Context**

The Senior Manager Operations leads and directs the strategic delivery of facilities maintenance and operations services associated with buildings, facilities and grounds operations (including security, traffic, parking, cleaning, waste, pest control, electrical, hydraulic, building fabric, lifts, fire and life safety, and mechanical plant) and the service desk to effectively support the achievement of University goals.

This position will be required to make decisions based on available information and documentation regarding a range of predominately ‘strategic’ and some ‘tactical’ solutions to address the Universities operations and infrastructure demands. In this regard, the Senior Manager Operations will be required to establish effective relationships and collaborate with both internal (e.g. Office of the Vice-Chancellor) and external (e.g. consultants, contractors and University partner) representatives. This position must continuously develop networks to achieve the best service that supports the University's operational, compliance and service-delivery requirements.

The position sits within the Operations & Maintenance (O&M) Department which is responsible for delivering services across all University locations. O&M Department is one of five departments in the Infrastructure & Operations Division. The Senior Manager Operations reports to the Director Operations & Maintenance and works closely and collaboratively with senior managers from other I&O Division departments including Projects, Property Development and Client & Business Services as well as key stakeholders and customer groups across the University.

This position deputises for the Director Operations & Maintenance in their absence. It has University wide responsibilities, is based at the Melbourne Campus (Bundoora), and is required to travel to other campuses and sites. There is an expectation of responding to a reasonable number of out-of-hours phone calls and associated site attendance, as needed.

**KEY AREAS OF ACCOUNTABILITIES:**

* Be a key contributor and participant in the Infrastructure & Operations senior team, with special responsibility for maximising the contribution of the University’s buildings, facilities and grounds to the University’s objectives in the context of supporting the University’s teaching, research, residential and other business activities.
* Provide leadership formulating, developing and implementing strategies and plans for the effective and efficient provision of facilities maintenance and operations services for all campuses. This involves the high level management of contractor and staff performance (associated with operational excellence targets, financial targets, safety standards, and customer satisfaction) in alignment with the I&O service catalogue.
* Ensures high quality service delivery by championing continuous improvement strategies, aligning operations with leading practice, maintains a strong focus on quality control and promotes a proactive approach to all issues. This includes investigating major issues and the development of strategies to resolve problems affecting University operations.
* Manage, monitor, measure and report the performance of contracted providers in accordance with agree key performance indicators and benchmarks. Specifically related to service contracts across metropolitan and regional sites that oversee maintenance (approx. $10M per annum), cleaning (approx. $5M per annum), security (approx. $5M per annum) and legislative life safety maintenance incorporating AS 1851 Maintenance of Fire Protection Systems and Equipment (approx. $2M per annum).
* Drive performance and quality within the team of staff and contractors to consistently achieve objectives and strives for continuous improvement. Considers the ramifications of issues and longer-term impact of own work and work area in all decision-making.
* Responsible for the procurement of all operations related services and disciplines ensuring these align with the University approach of valuing the client, problem solving and completing complex tasks within reasonable timeframes. This includes approaching all procurements and negotiations with a strong grasp of the key issues, having prepared well in advance whilst understanding the desired objectives and associated strengths and weaknesses. Encourages debate and identifies common ground to facilitate agreement and acceptance of mutually beneficial solutions.
* Financial management and monitoring of an annual budget of approximately $20 million. Determines how to achieve results and substantially influences the allocation of resources whilst ensuring all activities are in accordance with the financial plan, ensuring compliance to University financial procedures, and monitoring the impact on spend of all decisions.
* Focuses on achieving objectives even in difficult circumstances. Remains positive and responds to pressure in a controlled manner. This is directly linked to the responsibility for ensuring appropriate response to emergency and out-of-hours related issues are in place and to arrange for the attendance of appropriate personnel (contractors and/or staff), when required. This position fulfils the role of Deputy Incident Controller within Level 02 of the University Critical Incident Response Organisational Structure.
* Ensure the implementation of all University policies that relate to the areas for which the position is responsible, in particular, those relating to occupational health and safety, sustainability, risk management, equal opportunity and staff performance development.
* Other duties as directed, commensurate with the scope and classification of the position.

**Key Selection Criteria may include:**

* A postgraduate qualification with extensive relevant experience in the management of an operations group in a large organisation, or an equivalent alternate combination of relevant knowledge, training and / or experience
* Demonstrated knowledge and understanding of the legislative and statutory requirements relevant to and impacting on FM activities.
* Specialised facilities knowledge of complex methods and techniques within hard and soft services e.g. mechanical plant services, automation control systems, building fabric, security, cleaning and landscaping.
* Excellent interpersonal skills and demonstrated experience in liaising with staff at all levels of an organisation, negotiating effective outcomes, consultation and facilitation of group discussions.
* Demonstrated ability to engage effectively and persuasively with senior colleagues through a superior ability to interact collegiately and negotiate effectively with a wide range of stakeholders.
* Demonstrated ability to manage staff and contractors, develop collaborative teams to deliver programs of work, and experience in reporting on contracted services including key performance indicators.
* Proven ability in provision of a high level of customer service to a wide variety of stakeholders and leadership of a team with a client focussed approach to services delivery.
* Awareness and understanding of the activities, objectives and strategic direction of the University, both current and future, in a global context.
* High level written and verbal communications skills including demonstrated experience in the preparation of written reports and briefings for use at management level. Ability to communicate effectively at a wide range of levels.
* Current Working With Children’s Check (WWCC) and driver’s license.
* Demonstrated ability to manage substantial budget allocations.

**La Trobe Cultural Qualities**

Our cultural qualities underpin everything we do. As we work towards realising the strategic goals of the University we strive to work in a way which is aligned to our four cultural qualities:

* We are***Connected****:* We connect to the world outside — the students and communities we serve, both locally and globally.
* *We are* ***Innovative****:* We tackle the big issues of our time to transform the lives of our students and society.
* *We are* ***Accountable:*** We strive for excellence in everything we do. We hold each other and ourselves to account, and work to the highest standard.
* *We* ***Care:*** We care about what we do and why we do it. We believe in the power of education and research to transform lives and global society. We care about being the difference in the lives of our students and communities.