

Position description

Building Services Manager

Department/Unit	Vice-President (Services)
Faculty/Division	Buildings and Property Division
Classification	HEW Level 8
Work location	Clayton campus
Date document created or updated	17 October 2016

Organisational context

Monash is a university of transformation, progress and optimism. Our people are our most valued asset, with our academics among the best in the world and our professional staff revolutionising the way we operate as an organisation. For more information about our University and our exciting future, please visit www.monash.edu

The position is located within Services, Building and Property Division. We provide facility management and support services for the teaching, research and business functions of the University. For more information about the work we do, please visit our website: www.fsd.monash.edu.au/.

Services-BPD delivers on a wide range of campus and building support activities. Services-BPD operates to ensure existing buildings and facilities are maintained and operationally functional to enable core University business. The group also manages the University's property portfolio, including the management of property leasing and venue hire for events and conferences. Furthermore, the group supports the smooth running of all our campuses pertaining to security, traffic and parking, grounds cleaning and waste management, mail and courier and pool vehicle hire and shuttle bus services.

Position purpose

The Building Services Manager is vital to the overall structure of the Services Operations team by providing expert technical support, high level customer service and strategic initiatives to all campuses. The major focus of the position involves scheduling, auditing, timely and effective delivery of operational services, documentation of processes and procedures, cost control and contractor management.

Reporting line: The position reports to the Manager, Building and Maintenance and Manager, Building Quality and Performance who provide broad supervision

Supervisory responsibilities: Not applicable

Financial delegation and/or budget responsibilities: This position manages a budget of approximately \$20,000 but has no financial delegation

Key responsibilities

1. Lead, implement, develop and manage planning, scheduling and contract management across all operational aspects of facilities management
2. Manage a team of technical and service oriented staff by developing and managing performance to deliver a range of service outcomes and continuous improvement
3. Identify issues/risks, undertake research, develop options and provide expert practical advice/support to management and clients on highly complex facilities management matters
4. Manage delivery of statutory obligations as defined in the Building Code of Australia (BCA) to ensure university compliance obligations are met
5. Manage the allocated operational budget, ensuring effective and efficient financial delivery
6. Provide accurate, timely, informative and technical/management reporting to the university community, including written reports analysing contractor performance and cost evaluations
7. Provide, support and promote a culture of high level customer service and quality assurance, by collaborative communication, with quality service delivery outcomes, that strive for continuous improvement of all facilities management activities
8. Ensure the university core business has limited disruption by applying flexible innovative solutions to unexpected disruptive events
9. Develop and maintain effective and collaborative relationships by proactively engaging with key internal and external stakeholders

Key selection criteria

Education/Qualifications

1. The appointee will have:
 - a) a relevant postgraduate qualification or progress towards a relevant postgraduate qualification in a facilities management field or similar, and substantial technical, administration and management experience and expertise; or
 - b) an equivalent alternate combination of relevant knowledge, training and/or experience in facilities management

Knowledge and Skills

2. Demonstrated, extensive management experience in performance based contracts for complex buildings and multi-disciplined operational teams
3. Proven ability in the implementation of effective maintenance strategies and programs that are integrated with an organisation's business objectives
4. Demonstrated depth of knowledge and understanding of occupational health and safety, the Essential Safety Measures, Building Regulations and Procedures (BCA), and Disability Discrimination Act (DDA)
5. Demonstrated experience in performance assessments that drive improved facilities and service delivery to clients
6. Proven ability to work with Computerised Management Maintenance Systems (MMS), Building Control Systems, Project Scheduling and general computer software
7. Proven experience managing client requirements and relationships with a diverse stakeholder group, whilst creating a quality service delivery culture
8. Proven record of being able to work independently and to meet critical time frames in a cost effective manner

Other job related information

- Travel (e.g. to other campuses of the University) may be required
- Possession of a current Victorian driver licence is desirable

Legal compliance

Ensure you are aware of and adhere to legislation and University policy relevant to the duties undertaken, including: Equal Employment Opportunity, supporting equity and fairness; Occupational Health and Safety, supporting a safe workplace; Conflict of Interest (including Conflict of Interest in Research); Paid Outside Work; Privacy; Research Conduct; and Staff/Student Relationships.