



Senior Facilities Manager

Position Detail

Reports To	Infrastructure Technical Manager	Group	ANS, C&BP, M&S, Infrastructure Asset Services
Classification	ASA 7	Location	Various
Reports – Direct Total	Up to 5		

Organisational Environment

Airservices is a government owned organisation providing safe, secure, efficient and environmentally responsible services to the aviation industry.

Each year we manage over four million aircraft movements carrying more than 156 million passengers, and provide air navigation services across 11 per cent of the world's airspace.

Airservices has two major operating centres in Melbourne and Brisbane and a corporate office in Canberra. We operate 29 air traffic control towers at international and regional airports, and provide aviation rescue fire fighting services at 26 Australian airports.

We are committed to continuing to improve our business by providing our customers with services they value, and embedding new ways of working and technology investments to further innovate and optimise.

Primary Purpose of Position

As part of the Infrastructure Asset Services team, the Senior Facility Manager will manage and control the consistent, responsive and cost effective delivery of day to day facilities management services in accordance with Airservices' strategies and policies.

The role will be responsible for Facility Management delivery at determined locations and also provide support to other locations nationally as required.

The role will provide fit for purpose and secure facilities through on-going maintenance, evaluation of requirements and continuous improvement.

The role will provide mentoring and coaching of Facility Managers and other maintenance staff.

The role requires a strong service delivery ethic together with a focus on systematic continuous improvement in the provision of facilities management services.

Accountabilities and Responsibilities

Position Specific

- Provide customers with property operational solutions, collaborate with peers and contribute actively and positively in the work of Facility Management.
- Manage the activities and performance of the Facility Management programs against annual operating budget, including timely and accurate monitoring and reporting of budgets as well as forecasts of expenditure trends.
- Ensure all Airservices facilities at designated locations comply with statutory and regulatory requirements (Building Codes, Environment, WHS, Security etc.) and manage preparation of incident and security reports as necessary.
- Ensure integrity and management of work activities, facility condition data and labour recording in the SAP Plant Maintenance and Real Estate modules as part of Airservices Enterprise business systems.
- Contribute to and support the establishment and ongoing management of services contracts
- Contribute to and support the ongoing change management associated with the reform of the Infrastructure Asset Services delivery model.
- Manage according to guidelines, operational accommodation requirements as requested by Airservices business groups associated with staff movements
- Manage mini-minor projects, sub-contractor and supplier arrangements
- Ensure the implementation of and strict adherence to the Contractor Induction System.
- Co-ordinate building facility and security management within designated locations.

People

- Maintain an effective working relationship with other Airservices staff to ensure that there is coordination of all activities in support of organisational objectives
- Manage service staff, trade contractors, suppliers and service providers, promoting and facilitating multi-skilling at designated locations by establishing and maintaining a culture of continuous improvement.
- Liaise with other internal Business Groups' representatives in order to provide appropriate service delivery in accordance with Airservices operating requirements and develop sound working relationships with stakeholders.
- Report to and consult with other Facilities Managers on operational, tactical and strategic issues
- Implement cultural change whilst assisting in building future capability of those working in the Facility Management role in the Infrastructure Asset Service team.

Compliance, Systems and Reporting

- Take part in the implementation of enterprise governance systems and policies, including safety, environmental, work health and safety, risk and compliance.
- Ability to obtain an Aviation Security Identification Card
- Australian Citizenship (requirement for Defence Baseline Security Clearance)

Safety

- Demonstrate safety behaviours consistent with enterprise strategies

Key Performance Indicators

Efficient, Effective and Accountable

- Adherence to regulatory and statutory obligations to meet customer service obligations.
- Manage allocated budgets following Airservices financial governance policies and practices
- Builds and maintains effective working relationships.
- Takes responsibility for actions and outcomes.

Commercial

- Application of Airservices financial policy and procedures when utilising authorised systems to procure.

Safety

- Compliance with safety, risk, environmental and any other standards

Key Relationships

- Peer Facility Managers: ensures close alignment and consistency in delivery of business objectives
- Technical Managers: receives direction from and provide feedback to this position
- Asset Managers: Provide feedback on systems being maintained and seek guidance on lifecycle asset management
- Procurement Advisors: engages to achieve effective and complaint procurement activities
- M&S staff: provide support and guidance as requested by various workgroups
- Stakeholders: provide support and feedback as requested to key Airservices stakeholders.

Skills, Competencies and Qualifications

- Over an extended period has developed a high level of Experience in Facility Management, Building Services and Project Management across a range of facilities.
- Demonstrated experience and ability to manage remote and geographically dispersed facilities, ensuring consistent service levels and achievement of deliverables.

As the Senior Facility Manager, possess the following attributes to a high level;

- Applied Business Thinking: Keeps up to date with competitor information and market trends, identifies business opportunities for the organisation, demonstrated financial awareness, controls costs and thinks in terms of profit, loss and added value.
- Planning and Organising: Sets clearly defined objectives, plans activities and projects well in advance and takes account of possible changing circumstances. Manages time effectively Identifies and organises resources needed to accomplish tasks Monitors performance against deadlines and milestones
- Creating and Innovating: Produces new ideas, approaches or insights, Creates innovative products or designs, Produces a range of solutions to problems, Seeks opportunities for organisational improvement, Devises effective change initiatives
- Persuading and Influencing: Makes a strong personal impression on others, Gains a clear agreement and commitment from others by persuading, convincing and negotiating; promotes ideas on behalf of self or others; Makes effective use of political processes to influence and persuade others
- Leading a Team: Provides others with a clear direction; Sets appropriate standards of behaviour; Delegates work appropriately and fairly; Motivates and empowers others; Provides staff with development opportunities and coaching; Recruits staff of high calibre

- The Senior Facility Manager should hold an appropriate Degree or equivalent trade or technical qualification in the following areas:
 - Facilities Management
 - Mechanical, Electrical or Services Engineering
 - Civil, Structural Engineering
 - Project Management
 - Construction Management

Performance Standards and Behaviours

As a member of Airservices, you will consistently demonstrate performance standards and behaviours that meet our Code of Conduct. This includes:

- Treating everyone with dignity, respect and courtesy
- Acting with honesty and integrity
- Acting ethically and with care and diligence
- Complying with all Airservices' policies and procedures, and applicable Australian laws
- Disclosing and taking reasonable steps to avoid any actual, potential or perceived conflict of interest
- Behaving in a way that upholds our vision, mission and values, and promotes the good reputation of Airservices.