Charles Sturt University

Information for applicants

Position:
Director
Operational Services
Division of Facilities Management

Contents

Message from the Acting Vice-Chancellor and President

Thank you for your interest in the role of Director, Operational Services, Division of Facilities Manaement at Charles Sturt University. We are a highly distinctive institution in both Australian and global settings. We are a relatively young university with roots in regional Australia. Over the last 30 years, we have rapidly grown to service students and communities across Australia and the world.

At the heart of Charles Sturt's approach to education is the Wiradjuri phrase *Yindyamarra Winhanganha*. It means 'the wisdom of respectfully knowing how to live well in a world worth living in', which reflects the university's motto: 'for the public good'.

Charles Sturt University is different because it is focused on its regional communities and it is genuinely distributed – there is no head office. Although it is a large institution in Australian terms, each campus retains a strong sense of community. We are a university with gumption and soul. In my view, this sense of personality and human connection is a critical strategic advantage in a world that is increasingly globalised and homogeneous.

The operating envinrment of Charles Sturt and the broader sector is a competitve one. Our regional location, dispersed workforce and multi-mode delivery model provide challenges in the operational services space to retain and strengthen a sense of community, while driving a high performance culture and accountability in a changing campus environment.

Our campuses are spread across New South Wales with study centres also located in Queensland and Victoria – there is a lot of travel and the organisational geography complicates the management challenge. However, this is a very special university with a great ethos, doing great work and loved by its staff, students and alumni.
Charles Sturt University needs a seasoned, energetic yet grounded and passionate individual who can help us achieve our strategy and develop our leadership for the next phase of our journey.

I hope you will consider this important and exciting role.

Professor John Germov
Acting Vice-Chancellor and President

The university

Our values

Charles Sturt University is a university of the land and people of our regions. True to the character of regional Australia, we have gumption, we have soul and we collaborate with others.

We develop holistic, far-sighted people who help their communities grow and flourish.

Acknowledging the culture and insight of Indigenous Australians, Charles Sturt University's ethos is described by this phrase from the Wiradjuri, the traditional custodians of the land of our original campuses:

Yindyamarra Winhanganha

which means 'the wisdom of respectfully knowing how to live well in a world worth living in'.

Derived from our ethos, our values are to be insightful, inclusive, impactful and inspiring. By living these values, we make this a world worth living in.

These values are the principles and aspirations that guide our decision-making and underpin our ways of working. As a university we strive to understand people and the world, to embrace our differences and recognise the strength and value of working together, to make a difference in society through the work we do and to lead for a bright and sustainable future.

Accredited Employer of Choice

Charles Sturt University was awarded an Employer of Choice for Gender Equality (EOCGE) citation from the Commonwealth Workplace Gender Equality Agency (WGEA) in February 2019.

The WGEA EOCGE citation is designed to encourage, recognise and promote active commitment to achieving gender equality in Australian workplaces.

The EOCGE program aims to recognise leading practice in addition to meeting the compliance standards of the with the Workplace Gender Equality Act 2012, and participation in the program is voluntary.

The citation is recognition of the hard work we have put in and the great things we do at Charles Sturt University to promote gender equality, over and above that required by legislation.

We achieved this through meeting criteria related to leadership, learning and development, gender remuneration gaps, flexible working and other initiatives to support family responsibilities, employee consultation, preventing sex-based harassment and discrimination, and targets for improving gender equality.

In 2018, the university released its Workplace Gender Equity Strategy 2018-2022 and we were also among the first Australian higher education institutions to be awarded the Athena SWAN Bronze Institution Award.

Athena SWAN is an accreditation framework to address gender equality in science, technology, engineering, mathematics and medicine disciplines (STEMM) in higher education and research.

Insightful
Understanding people and the world

Inclusive
Stronger together

Inspiring
Leading for the future

Impactful
Outcome driven

Derived from our ethos, our values are to be insightful, inclusive, impactful and inspiring. By living these values, we create a world worth living in.

About Charles Sturt University

Established as a multi-campus institution in 1989, Charles Sturt University is today the largest university in Australia located outside a major capital city. Currently enrolling around 46,000 students from every state and territory and from more than 120 countries around the world, Charles Sturt University has an annual turnover of A$611 million and assets valued at A$1.61 billion.

Our campuses are located in Albury-Wodonga, Bathurst, Canberra, Dubbo, Goulburn, Orange, Parramatta, Port Macquarie and Wagga Wagga. We also have Charles Sturt University Study Centres in Brisbane, Sydney and Melbourne catering to international students, a specialist centre in Manly, and a Regional University Study Centre in Wangaratta, Victoria. The broad geographic spread of our campuses allows us to serve the distinct needs of diverse communities from northern New South Wales to central Victoria and beyond. The university employs more than 2200 continuing staff.

With more than 30 years of experience leading and innovating online education in Australia, Charles Sturt offers the most comprehensive range of programs of any university.

Charles Sturt University is #1 for graduate employment*
*QILT Graduate Outcomes Survey 2019.

Charles Sturt University grads secure starting salaries $4500 above the national average*
*QILT Graduate Outcomes Survey 2019.

Charles Sturt University rates five stars for student support and first-in-family admissions*
*Good Universities Guide 2019/20

Charles Sturt University has three faculties: Arts and Education; Business, Justice and Behavioural Sciences; and Science. Faculties operate across campuses and are responsible for developing and delivering courses, and conducting research. The three faculties have a common leadership structure and work collaboratively to achieve shared interests and outputs. Schools within these faculties are largely discipline-based and carry responsibility for the delivery of subjects. Administrative and academic support services are provided by a centralised administration team in each faculty. In addition to the administrative teams, specialist service divisions and offices operate across the university's campuses.

Internationally, we deliver programs in collaboration with higher education institutions in Europe and Asia. Our 8000 international students hail from more than 120 countries. We have more than 100 academic partnerships in over 40 countries countries facilitating research, course delivery, cultural exchange and student exchange.

With more than 30 years of experience leading and innovating online and distance education in Australia, Charles Sturt University offers the most comprehensive range of programs of any university or private higher education organisation. Many Charles Sturt University courses are offered through online learning, with more than 58 per cent of our students enrolled online. Our reputation has been built on the breadth of our offerings, our expertise in online delivery, and in particular, being the largest online provider of postgraduate courses in Australia.

Our strategy

Today, more than 70 per cent of our professional programs are delivered in areas of identified national and regional labour market skills shortages. We are routinely ranked significantly above national and international benchmarks by our graduates for performance in work-integrated learning, with almost 50 per cent of our students required to undertake fieldwork as part of their studies and a further 25 per cent offered the option.

We engage in strategic, applied research that focuses on significant issues. Our key drivers are quality and excellence with an emphasis on the creation of new knowledge for the advancement of fields of study and enhancement of society in general.

We seek to make an impact on a regional, national and global level by contributing to the economic, social and environmental sustainability and wellbeing of these communities.

We are also a national and international leader in the development of collaborative pathways between vocational and higher education.

About one-third of Charles Sturt University students enrol on the basis of a vocational qualification. This strategy has been essential to expanding opportunity for students, particularly those in locations distant from a university campus.

Charles Sturt University has nurtured a particular commitment to the development of the professions and workplace skills in Australia through work-integrated learning. We deliver one of the most comprehensive offerings of professional programs in the country, focusing particularly on areas of critical labour force need in Australia's regions.

Through our network of campuses, and in close association with industry, the professions and government, Charles Sturt University continues its commitment to maintaining a course and research profile to meet the needs and aspirations of our rural and remote communities, and contributing to the enrichment of rural and remote Australia.

We are committed to expanding higher education opportunities for rural, remote and Indigenous students. We're achieving this by providing enhanced local study options in a comprehensive range of professional fields.

We also support the growth and development of regional labour markets, and conduct research that addresses fundamental issues raised by industry and communities in our regions. The full-time employment rate for Charles Sturt University graduates eclipses the national university average, and we will continue to strive to provide opportunities for rural, regional and Indigenous students that would not otherwise be available.

We believe the university's success in attracting national and international students strengthens the programs we are able to offer our regional communities. Charles Sturt University's regional location enables us to make a distinctive national and international contribution to research in fields such as communication, creative industries, education, humanities, Indigenous Australian studies, Islamic studies, library and information studies, social work and human services, and theology, as well as support national priorities by sustaining and growing critical regional labour markets.

The Charles Sturt University Strategy 2022 is focused on three core components.

Our communities: we are a university of the land and people of our regions. We have a critical role in building strong, vibrant regional communities with intellectual capital, social capital and infrastructure.

Our students: our students will have a strong sense of belonging and connectedness to their university. They will receive a high-quality, flexible learning experience that fits around their life and their aspirations. Our students will graduate with the knowledge, skills, attitudes and professional networks for a meaningful life and a successful career.

Our internal capability: to remain true to our mission and achieve our strategic objectives for our communities, our students and ourselves, we need to evolve our capability and workforce to develop a strong university that has the organisational culture, workplace capability and agility to adapt and thrive in a continually changing environment.

We provide the knowledge, skills, attitudes, habits and professional networks for a meaningful life and successful career.

Historical timeline

Charles Sturt University has been built on a tradition of excellence in teaching and research spanning more than 100 years, with the first enrolment of students at the Bathurst Experimental Farm in 1897. Formed progressively through the merger of regional institutions in south-western and western New South Wales, Charles Sturt University was formally incorporated on 19 July 1989 under the Charles Sturt University Act 1989.

1989

Charles Sturt University established by Act of Parliament, merging the former Mitchell College of Advanced Education and the Riverina-Murray Institute of Higher Education. Interim Board of Governors meets for the first time and announces appointment of the inaugural Chancellor, David Asimus AO.

1990

Former Riverina-Murray Institute of Higher Education principal, Professor Cliff Blake AO, appointed as inaugural Vice-Chancellor.

1991

Charles Sturt University Coat of Arms unveiled. The Cedars historic property purchased in Albury and refurbished as Albury-Wodonga campus administrative centre.

1992

The Charles Sturt University chancellery, the Grange, opens at Bathurst campus.

Agreement signed with the Australian Institute of Police Management to partner with the Australian Graduate School of Police Management, based at Manly, Sydney.

Charles Sturt University-TAFE centre opens in Dubbo.

1993

Land purchased at Thurgoona to expand Albury-Wodonga campus.

Transfer of the Robinson Education Centre site in Broken Hill to Charles Sturt University by the University of New South Wales.

1996

Charles Sturt University signs with Study Group Australia, initially establishing Charles Sturt University Study Centres in Melbourne and Sydney, and more recently in Brisbane.

1997

Charles Sturt University named University of the Year, for success in educating first-in-family university students.

HSC Online launched.

New offices and library opened at Manly.

1998

Establishment of former Goulburn College of Advanced Education precinct as a university campus with the signing of contract with New South Wales Police Service to provide policing education.

Establishment of a new campus in Canberra, Australian Capital Territory, to house the Charles Sturt University Australian Centre for Christianity and Culture in partnership with the Anglican Diocese of Canberra and Goulburn.

2001

Vice-Chancellor Cliff Blake AO retires and the university's second Vice-Chancellor, Professor Ian Goulter AM, is appointed.

Official opening of Dubbo campus.

2002

Chancellor Dr David Asimus AO retires and the university's second Chancellor, Lawrie Willett AO, is appointed.

2005

Transfer of Orange campus by the University of Sydney (formerly Orange Agricultural College) to Charles Sturt University.

First intake of veterinary science students.

2008

Indigenous Education Strategy launched.

Charles Sturt University environmental office established.

2009

First intake of dental science students.

2011

University rebranding, including replacement of crest with new logo, a motif of sturt desert pea.

Vice-Chancellor Ian Goulter retires and Professor Andrew Vann is appointed as the university's third Vice-Chancellor.

2012 Opening of Port Macquarie campus.

2014

Chancellor Lawrie Willett AO retires and Dr Michele Allan is appointed as the university's third Chancellor and first female in the role.

2015

Opening of a Regional University Study Centre in Wangaratta in northern Victoria.

2016

Move to three faculties: Faculty of Arts and Education; Faculty of Business, Justice and Behavioural Sciences; and Faculty of Science.

First intake of engineering students.

2017

Vice-Chancellor Professor Andrew Vann signs another five-year contract through to 2021.

2018

Charles Sturt University announces Joint Program in Medicine to be delivered in partnership with Western Sydney University from 2021.

2019

The university celebrates its 30 year anniversary and officially launches the new Charles Sturt University brand.

Position information

Organisational environment

The Division of Facilities Management portfolio is lead by the Chief Operating Officer and includes the following Divisions:
+ Division of People and Culture
+ Division of Finance
+ Division of Information Technology
+ Office of Strategic Planning
+ Division of Facilities Management.

The Division of Facilities Management is responsible for developing and maintaining campuses and specialist centres of the University.

The Division is responsible for the planning, design and construction of new buildings, refurbishments and maintenance of existing buildings, cleaning, development and maintenance of grounds and the provision of security services.

The Division of Facilities Management consists of four functional sections under the control of the Executive Director:
+ Campus Development
+ Operational Services
+ Commercial Property and Leasing
+ CSUGreen

The Division of Facilities Management will be integral to the University's strategic planning process and provide effective stewardship of campus facilities by ensuring all resources are effectively and efficiently focused towards supporting our students and staff in their pursuit of academic excellence

Relationships

The Director, Operational Services reports to the Executive Director, Division of Facilities Management.

This position supervises the following positions:
+ Manager, Work Health and Safety (Facilities)
+ Manager, Assets and Systems
+ Northern Operations Manager
+ Southern Operations Manager

This position is required to have key working relationships with all other senior managers within the Division of Facilities Management and all senior heads within the University which rely on built infrastructure. The position also is required to develop and forster relationships with key consultants and industry representatives to keep abreast of industry trends and develop professional relationships within the sector.

Organisational structure
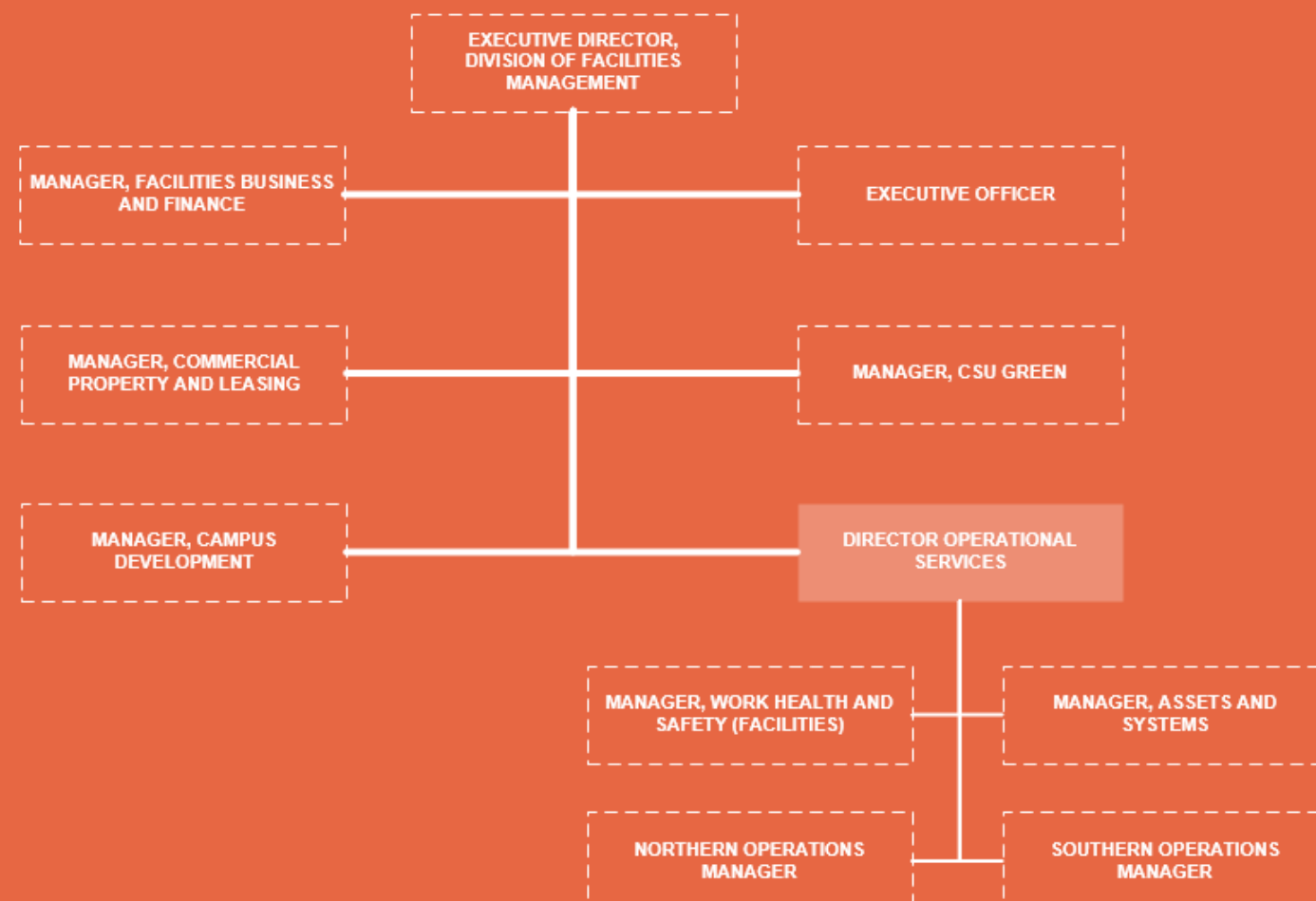
Position Overview

The Director, Operational Services (OS) reports to the Executive Director, Facilities Management and is accountable for establishing and maintaining effective mechanisms for the delivery of facility and asset services to support the University's strategic objectives through integrated planning and development process, inclusive of:

· Building and Infrastructure

· Maintenance

· Grounds Maintenance

· Security

· Janitorial

· Cleaning

· Sports Facilities

· Emergency Planning and Response

In addition, the position will provide the leadership, management and technical skills required to maintain and operate Charles Sturt's built environment and infrastructure.
The position will also be responsible for the streams of Work Health and Safety (Facilities) and Assets and Systems along with Northern and Southern Operations teams.

Principal responsibilities

Working in close cooperation with the Senior Executive Group, the Director, Operationals Services is responsible for:

Service Delivery

Developing and implementing service delivery strategies for facilities that meet the needs of internal customers of the Division. The services include but are not limited to:

· Evaluate and improve alignment of services delivered to the needs of the University.

· Evaluate the performance of service delivered.

· Develop and implement strategies for improving service delivery.

· Provide effective contract management and delivery

· Ensure the Division maintains a safe work environment and actively educates all staff in work health and safety best practice.

Utilities

· Develop and implement maintenance strategies and priorities to ensure continuity of essential systems required for the University's service delivery is not compromised. Systems such as high and low voltage electricity networks, freshwater, sewer, stormwater, emergency, statutory compliance systems etc.,

· Develop and implement strategies that will improve the sustainability of the use of water and energy resources.

· Drive efficiency improvement through plant and technology improvements

Emergency Planning and Critical Indidents

· Ensure appropriate processes are in place on all campuses to provide an appropriate response for emergencies.

· Support and manage Critical Incidents that are associated with assets and the Division.

· Lead and facilitate the University's Emergency Planning Committee

Management

Contribute to the overall direction, vision, leadership and management of the Division as a member of the Division's senior management group by:

· Providing a significant contribution to the management of the Division and development of an effective management team.

· Supporting the achievement of strategic directions

· Exhibiting behaviours that embody the values of the Division and University.

Support the implementation of the University project management methodology.

Planning

· Develop and maintain a suite of standards for Operational Services that reflect best practice and are regularly updated

· Develop, collect and maintain appropriate Asset Management data, including backlog information, and develop and regularly update Asset Management Policies and Procedures

· Create Asset Management plans that respond to service needs and investment planning.

Our strategic capabilities

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Physical capabilities

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Œ¦ÁRelevant tertiary qualifications and extensive professional experience within a large public or private sector organisation, with a specific focus on service delivery in asset management.

Ô¦ÁA demonstrated capability in developing, procuring, implementing and managing large maintenance contracts and proven ability in negotiation and performance management of service contracts

Ô¦ÁExtensive experience in the development and implementation of maintenance strategies, including backlog maintenance and Total Asset Management Plans. Á

Œ¦ÁProven record of managing a multi-disciplinary team and significant maintenance and utility budgets.

E. Demonstrated skills and experience in identifying and implementing ongoing energy conservation measures and operational practices.

F. Demonstrated skills and experience in managing and implementing Emergency Management Procedures in a large organisation.

G. An understanding of quality assurance and risk management principles, together with a strong desire to demonstrate and achieve high Work Health and Safety (WH&S) standards and practices at scale across dispersed workgroups.

H. Excellent written and oral communication skills and the ability to liaise with University staff and external bodies on sensitive issues.

I. Demonstrated ability to work both as part of a team and autonomously to develop and maintain collaborative working relationships with key stakeholders through effective interpersonal and negotiating skills.

J. Demonstrated understanding of the principles of anti-discrimination, staff and student equity, work health and safety and other relevant legislation, and the willingness and capacity to implement equal employment opportunity and work health and safety plans, policies and programs.

How to apply

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New South Wales

Brisbane
Study Centre

Dubbo

Orange
Bathurst

Port Macquarie

Goulburn
NSW Police Academy

Sydney
Study Centre
Manly
Parramatta

Wagga Wagga

Canberra

Albury-Wodonga

Wangaratta
Regional University Study Centre

Victoria

Melbourne
Study Centre

→ **csu.edu.au**

Locations

The Director, Operational Services is a position based at either of our regional campuses in Albury-Wodonga, Wagga Wagga or Bathurst, New South Wales. Our campuses are in some of Australia's fastest growing regional cities and offer a unique work/life experience with access to the best of city living and the benefits of a regional lifestyle.

Wagga Wagga

Situated in the Riverina, Wagga (as the locals call it) is the largest inland city in New South Wales. Vibrant, cosmopolitan and welcoming, the city has great natural beauty, period architecture, shopping, career opportunities and affordable housing.

Wagga is home to 64,416 people and is a regional hub for education in the Riverina. There are 24 primary schools (17 public and seven private), eight secondary schools (three public, five private), specialist education facilities and a variety of early education services. It is also home to a Royal Australian Air Force Base, an Army Recruit Training Centre, TAFE NSW Wagga Wagga campus, Riverina Community College and the Australian Airline Pilot Academy.

Local healthcare services include two major hospitals (Wagga Rural Referral Hospital and Calvary Private Hospital); medical imaging; day surgery; numerous general, dental and specialist medical services; and aged care facilities.

Wagga experiences four distinct seasons - hot summers, warm springs, fresh autumns and frosty winters. The temperature range reflects the diversity of seasons with averages of 14-32 degrees in summer and 3-14 degrees in winter with an annual average rainfall of 572mm.

Bathurst

Located just a few hours west of Sydney, Bathurst is one of New South Wales' most beautiful cities.

With a strong, prosperous economy, a friendly multicultural community and vibrant cultural life, Bathurst is a great regional city.

Bathurst is home to 42,900 people and is also a regional hub in the Central West for education. There are 19 primary schools; eight independent, non-government schools; six secondary schools (two public and four private); and special care schools.

Local healthcare services include Bathurst Base Hospital and a private hospital, as well as aged care services and support facilities.

The climate is temperate with temperatures in summer averaging 12-27 degrees and in winter 1-12 degrees. Average annual rainfall is 638mm.

Albury-Wodonga

Albury-Wodonga is a vibrant regional centre situated on the border of NSW and Victoria.
It is home to a great range of shops, theatre, cafés and restaurants, and just a stone's throw from snowfields and wine regions, providing excellent day trips when you need a break.
Albury-Wodonga's population is 90,000

Charles Sturt University