

# BUILDING SERVICES MANAGER (ESSENTIAL SAFETY SERVICES)

<b>DEPARTMENT/UNIT</b>	BPD Services
<b>FACULTY/DIVISION</b>	Buildings and Property Division
<b>CLASSIFICATION</b>	HEW Level 8
<b>DESIGNATED CAMPUS OR LOCATION</b>	Clayton campus

## ORGANISATIONAL CONTEXT

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At [Monash](#), work feels different. There's a sense of belonging, from contributing to something groundbreaking – a place where great things happen. You know you're part of something special and purposeful because, like Monash, your ambitions drive you to make change.

We have a clear purpose to deliver ground-breaking intensive research; a world-class education; a global ecosystem of enterprise – and we activate these to address some of the [challenges](#) of the age, Climate Change, Thriving Communities and Geopolitical Security.

We welcome and value difference and [diversity](#). When you come to work, you can be yourself, be a change-maker and develop your career in exciting ways with curious, energetic, inspiring and committed people and teams driven to make an impact – just like you.

We champion an [inclusive workplace culture](#) for our staff regardless of ethnicity or cultural background. We have also worked to improve [gender equality](#) for more than 30 years. Join the pursuit of our purpose to build a better future for ourselves and our communities – [#Changelt](#) with us.

**Buildings and Property Division** are the stewards of our beautiful campuses. We contribute to Monash's global reputation as a leader in research and teaching by providing world class, award-winning buildings, innovative teaching spaces, quality facilities and stunning grounds. We support the University's day to day operations by delivering a wide range of services such as facilities management, maintenance, traffic, parking, cleaning, waste, mail, courier, pool vehicle hire and shuttle bus services. At Buildings and Property our customers always come first and we focus on customer knowledge and experience, innovation and exploration, and partnering and collaboration. We engage closely with our students and staff to ensure a safe, healthy and sustainable campus

environment that enables them to thrive and flourish. In our dealings with each other and our broader Monash community we strive for relationships that are respectful, inclusive, collaborative and transparent. At Buildings and Property, we provide opportunities for our staff to develop their knowledge and skills, to innovate and expand their thinking and to initiate and deliver ideas that translate into efficient, effective and customer focussed outcomes. We value strong teamwork and collaboration and we build effective partnerships across the University and beyond to leverage the very best expertise to deliver cutting edge solutions for our customer. We strive to be the best at what we do.

**BPD Services** delivers on a wide range of campus and building support activities. BPD Services operations 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 traffic and parking, cleaning and waste management, mail and courier and shuttle bus.

## POSITION PURPOSE

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The Building Services Manager, Essential Safety Services 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, with a focus on Essential Services and Compliance across all trades, with a heavy focus on fire and life safety statutory compliance.

**Reporting Line:** The position reports to the Senior Building and Maintenance Manager under broad direction with a degree of autonomy

**Supervisory Responsibilities:** This position provides direct supervision for up to 3 staff members and a service contract with more than 10 staff members

**Financial Delegation:** Yes, in accordance with the University delegations schedule \$20,000

**Budgetary Responsibilities:** The position is responsible for managing an annual budget of approximately three million dollars

## KEY RESPONSIBILITIES

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1. Lead, implement, develop and manage planning, scheduling and contract management across all operational aspects of facilities management, with a particular focus on Essential Services and Compliance.
2. Manage and develop a highly-trained, motivated and efficient team with a strong customer focus
3. Identify issues/risks, undertake research, develop options and provide expert practical advice/support to management and clients on highly complex facilities management matters in relation to the compliance with NCC/BCA and relevant Australian Standards
4. Manage delivery of statutory obligations as defined in the BCA/NCC to ensure university compliance obligations are met including building audits and project inspections
5. Oversee 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 strong partnerships with other relevant business units, functional areas and key staff
10. Ensure compliance of work and reporting frequency in line with the Essential Safety Measures, Building Codes, and Building Regulations Act, and offer local advice
11. Participate in and support the establishment of service contracts, and manage the service delivery ensuring performance is maintained to a high level and reported to the appropriate Senior Managers, including;
  - a. Supervising daily delivery and implementation of service contracts to ensure key performance indicators (KPI) are met, and work is scheduled conveniently to suit all parties
  - b. Regularly inspect service delivery to ensure contractor performance is maintained
  - c. Act as a conduit between contractors and staff to ensure relationships are maintained and developed, and to also promote strong customer service objectives
12. Other duties as directed from time to time

## **KEY SELECTION CRITERIA**

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### **Education/Qualifications**

1. The appointee will have:
  - Postgraduate qualifications or progress towards postgraduate qualifications in Essential Services and Compliance or similar and extensive relevant experience; or
  - extensive experience and management expertise; or
  - an equivalent combination of relevant experience and/or education/training in Essential Services and Compliance, NCC, Australian Standards and Codes

### **Knowledge and Skills**

2. Staff management experience with the ability to motivate and develop a high-performance team committed to excellent customer service
3. Extensive Contract management experience in performance-based contracts for complex buildings and multi-disciplined operational teams
4. Proven ability in the implementation of effective maintenance strategies and programs that are integrated with an organisation's business objectives
5. Demonstrated depth of knowledge and understanding of occupational health and safety, the Essential Safety Measures, Building Regulations and Procedures (BCA/NCC), and Disability Discrimination Act (DDA)
6. Demonstrated experience in performance assessments that drive improved facilities and service delivery to clients
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**

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- Travel to other campuses of the University may be required
- There may be a requirement to work additional hours from time to time
- There may be peak periods of work during which taking of leave may be restricted

## **GOVERNANCE**

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Monash University expects staff to appropriately balance risk and reward in a manner that is sustainable to its long-term future, contribute to a culture of honesty and integrity, and provide an environment that is safe, secure and inclusive. Ensure you are aware of and adhere to University policies relevant to the duties undertaken and the values of the University. This is a standard which the University sees as the benchmark for all of its activities in Australia and internationally.