



## Position Details

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| <b>Position title:</b>       | <b>Senior Contracts Lead (Facilities &amp; Building Maintenance)</b> |
| <b>Award Classification:</b> | Band 7   |
| <b>Department:</b>           | Property & Assets  |
| <b>Division:</b>             | Operations and Infrastructure  |
| <b>Date Approved:</b>        | March 2024   |
| <b>Approved By:</b>          | General Manager Operations and Infrastructure                        |

### Organisational Relationships:

|                               |   |
|-------------------------------|---|
| <b>Reports To:</b>            | Head of Property Operations & Facilities  |
| <b>Supervises:</b>            | N/A   |
| <b>Internal Stakeholders:</b> | Council Employees and Managers, Executive Team and Councillors  |
| <b>External Stakeholders:</b> | Community members and groups, traders, state government agencies, Statutory Authorities, service providers and Contractors. |

## Position Objectives

- Work closely with the Head of Property Operations & Facilities to oversee and manage the procurement and administration of the facilities and building maintenance contracts.
- Lead contract monitoring and reporting for the Facilities & Building Maintenance contracts scheduled and reactive maintenance across electrical, plumbing, gas fitting, building services, security, mechanical, electronic access, lift, fire, painting, pest, cleaning, automatic doors and solar panel trades.
- Align department initiatives for Facilities & Building Maintenance to ensure the city is well presented and maintained in accordance with service contracts.

### Key Responsibilities and Duties

- Work closely with the Head of Property Operations & Facilities and Coordinator Facilities & Building Maintenance to manage the Facilities & Building Maintenance contracts, including

monitoring and reporting on contractor performance to meet customer service outcomes, environmental and legislative requirements.

- Prepare tender specifications and documentation and participate in procurement processes including evaluation and contract implementation.
- Oversee delivery of Council's facilities and building maintenance service contracts, including oversight of customer requests and complaint management related to contractor performance.
- Liaise with internal and external stakeholders in the development of programs, services and community campaigns.
- Participate in external networks and forums.
- Maintain up-to-date knowledge of asset management legislation, best practice and new innovations.

### Accountability and Extent of Authority

- Determine process and methods of contract management and service delivery in consultation with the Head of Property Operations & Facilities and Executive Manager Property & Assets.
- Assist in the accuracy, quality and timeliness of advice and reports provided to Council, community and customers.
- Exercise judgement and innovation in development of facilities and building maintenance contract services and education programs.
- Ability to contribute to developing and implementing policy / procedures as required.

### Judgement and Decision Making

- Provide analysis and input for the day-to-day management of contracts to align with service delivery needs.
- Strong problem solving and ability to make effective decisions within scope of role.
- Adhere with procurement policy and exercise due diligence in implementing and managing Council contracts where guidance is not always available.

### Specialist Skills and Knowledge

- Knowledge of facilities and building maintenance.
- Knowledge of procurement best practice and contract management.
- Knowledge in writing and applying facilities and building maintenance, specialist trade specifications for tender documentation.
- Knowledge of budgeting and financial procedures.
- High level stakeholder management and customer service skills with ability to gain cooperation
- High level conceptual, analytical, investigative, and problem-solving skills.
- Understanding of organisational values, and the legal and political context.

## Management Skills

- Experience delivering contract and project outcomes on time and within budget despite conflicting pressures
- Ability to build and maintain sound working relationships with community, Council staff and contractors.
- Ability to work in multidisciplinary teams and assist in supervision of staff.
- Ability to manage own time and adhere with deadlines, work autonomously and display initiative in a varied position.
- Ability to contribute to council policies and procedures and work towards the achievement of long term strategies as required.

## Interpersonal Skills

- Excellent verbal, written and interpersonal skills with an ability to present information to technical and non-technical audiences.
- Ability to gain cooperation and assistance with a wide range of stakeholders including Council management, operational staff, service providers and community members.

## Ability to liaise with equivalent colleagues in other organisations to discuss specialist matters, and with Council staff in other departments to resolve problems.

### Qualifications and Experience

- Degree or diploma with several years experience or lesser formal qualifications with extensive experience in a similar role.
- Demonstrated experience in contract management, monitoring and reporting.
- Demonstrated experience in delivering and improving service outcomes.
- Experience in maintaining strong internal and external relationships

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## Mandatory Requirements

- Victorian Driver Licence and VicRoads Licence verification.

## Child-Safe Standards

- Maintain a child safe culture at City of Port Phillip by understanding and activating your role in preventing, detecting, responding and reporting suspicions of child abuse to the relevant authorities by adhering to relevant City of Port Phillip policies and relevant legislation.

## Occupational Health and Safety Responsibilities

- All employees of City of Port Phillip are responsible for maintaining and ensuring the OHS programs in their designated workplace as required by the Occupational Health and Safety Act 2004. Where applicable this includes taking every reasonably practicable step to ensure the health and safety of employees, contractors, visitors, and members of the public through identifying hazards, assessing risk, and developing effective controls within the area of responsibility and by adhering to relevant City of Port Phillip policies and legislation. Our leaders are responsible for championing and enhancing safety in our organisation.

## Diversity and Equal Employment Opportunity

- The City of Port Phillip welcomes people from diverse backgrounds and experiences, including Aboriginal and Torres Strait Islander peoples, people from culturally and linguistically diverse (CALD) backgrounds, LGBTIQ+, people with disability, as diversity and inclusion drives our success. Our leaders are responsible for championing and enhancing diversity and inclusion in our Organisation and City.

## Security Requirements and Professional Obligations

Pre-employment screening will apply to all appointments. Prior to a formal letter of offer, preferred applicants will be asked to provide:

- Evidence of mandatory qualifications/registrations/licences.
- Sufficient proof of their right to work in Australia.
- Sufficient proof of their identity.
- Evidence of COVID-19 Vaccination or valid medical exemption in line with City of Port Phillip Vaccination Policy.
- Complete a National Police Check completed **via** City of Port Phillip's Provider.
- Evidence of a Working with Children Check (employee type with City of Port Phillip registered as the organisation).

## Key Selection Criteria

- Demonstrated high level conceptual, analytical and problem solving skills.
- Strong verbal, written and interpersonal skills with the ability to build and manage effective relationships with colleagues, contractors and the community.
- Sound understanding of best practice principles in facilities and building maintenance
- Experience in contract management and procurement processes.
- Ability to work autonomously and display initiative in service planning and delivery.
- High level of experience in a range of technology such as OneCouncil and its modules such as Customer Requests, Work Orders, ECM Record Keeping, Procurement and Contracts, Microsoft Office Suite (such as Word, Excel, MS Teams and Outlook).



*City of Port Phillip celebrates a vibrant and diverse work environment and community, which includes people of Aboriginal and/or Torres Strait Islander background, people of diverse sexual orientation and gender, people from culturally and linguistically diverse backgrounds and people of varied age, health, disability, socio-economic status, faith and spirituality. Employees are able to develop both professionally and personally whilst planning and delivering a range of important services and programs to the community.*

## Our values

Working together  
Performance

Creative and strategic thinking  
Courage and integrity

Personal growth  
Accountability, Community First