



Position Description Facilities Assurance Lead

The 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.

POSITION TITLE:	Facilities Assurance Lead
AWARD CLASSIFICATION:	Band 7
DEPARTMENT:	Property & Assets
DIVISION:	Customer, Operations & Infrastructure
DATE APPROVED:	November 2021
APPROVED BY	General Manager, Customer Operations and Infrastructure

ORGANISATIONAL RELATIONSHIPS:

REPORTS TO:	Head of Property & Workplace Operations
SUPERVISES:	Nil
INTERNAL LIAISONS:	Council Employees and Managers, Site Managers, Executive Team and Councillors
EXTERNAL LIAISONS:	Government representatives, Statutory Authorities, clients, suppliers, consultants and Contractors.

POSITION OBJECTIVES

Technical leadership in the delivery of innovative and quality focussed facilities management functions across all council directly managed and staffed sites to ensure fit for purpose, safe, best practice and efficient spaces to support delivery of the Council Plan.



Position Description

Facilities Assurance Lead

KEY RESPONSIBILITY AND DUTIES

- Operational point of contact for site management including assisting with the emergency and security response, undertaking monthly and annual site inspections, assisting with COVID safety procedures, driving a strong security culture and facilitating site repairs, renewals and upgrades.
- Provide technical leadership and support to assist in identification, diagnosis and remedy of any facilities management and security related issues. This includes verification audits, site inspections, risk assessments, reporting and assurance activities to ensure performance levels are maintained and support the demands of the organisation.
- Focus on quality management, developing processes and procedures to embed all requirements of quality standards to ensure building operations deliver efficient, safe and cost-effective management across the portfolio.
- Work with Site Managers to ensure that appropriate systems, processes and procedures are in place and being followed.
- Report on facility safety and security ensuring any emerging concerns arising across sites are raised in a timely manner.
- Work closely with councils Building Maintenance Team, Asset Management Team, Workplace Experience Lead and OHS Team to ensure presentation, safety and operational needs of all Council direct managed and staffed sites deliver agreed service levels.
- Establish and maintain, strong and productive relationships with key stakeholders within the council, to ensure that the varied and changing service requirements of the council are understood and are incorporated into a framework of continuous improvement.
- Assist in emergency services support for staffed sites and as Chief Warden including managing the safety and emergency plans including assisting Site Managers with scheduling and coordinating evacuation drills, fire warden training and correspondence regarding site evacuations.

ACCOUNTABILITY AND EXTENT OF AUTHORITY

- Moderate degree of authority to act on behalf of Council within policies, objectives and budget and regular reporting mechanism to achieve operational, policy and strategy objectives.
- Liaise with Councillors, colleagues, other organisations and stakeholders as required.
- Ensure the effective delivery of responsibilities and agreed deliverables.
- Ensure compliance to Council's Code of Conduct, Risk management, OHS, Governance and related frameworks.



Position Description

Facilities Assurance Lead

JUDGMENT AND DECISION MAKING

- Undertake planning and implementation of agreed activities with clearly documented milestones and outcomes.
- Document and escalate issues and risks when appropriate to ensure the timely, cost-efficient and quality controlled delivery of tasks.
- Guidance is now always available within the organisation.

SPECIALIST SKILLS AND KNOWLEDGE

- An understanding is required of the long term goals of the wider organisation and of its values and aspirations and of the legal and political context in which it operates.
- An understanding of and experience in facilities, security and workplace management.
- Thorough knowledge of the legislation relevant to facilities and workplace management, including OHS, security, DDA and privacy.
- Ability to develop and implement a comprehensive and robust annual work plan and management of resources to deliver the ongoing operational activities associated with the role.
- Contract management experience.
- High level of customer service skills including proficiency in communicating and gaining co-operation from all internal and external clients.
- Ability to build strong and productive relationships both within the organisation as well as with external agencies, suppliers and others.
- Excellent standard of written and oral skills to allow effective communication and resolution of issues.

MANAGEMENT SKILLS

- Possess effective time management practices, self-motivated and able to work unsupervised.
- Effectively communicate with relevant stakeholders to ensure that the best information is available to support decision making.
- Establish and maintain, strong and productive relationships with key stakeholders within the council, to ensure that the varied and changing service requirements of the council are understood and are incorporated into a framework of continuous improvement
- Act as champion for knowledge sharing and collaboration across the business
- Responsible for procurement and project management functions relating to facilities management/security projects and the monitoring of financial performance against the budget taking corrective action where needed.
- Provide input into resource planning, budgets and forecasts within sphere of influence.
- Ensure the organisation is well placed to challenge the status quo and effect change by using learning to create innovation and improvement opportunities.



Position Description

Facilities Assurance Lead

COMPLIANCE

- Ensure that you are familiar with and abide with, the City of Port Phillip Employee Code of Conduct, applicable legislation and Council's policies and procedures.
- Understand and comply with, the Council OH&S Policy, procedures and legislative requirements relevant to the position.
- Take responsibility for individual / own health and safety and that of others in the workplace.

INTERPERSONAL SKILLS

- Liaise, gain cooperation and consult with other employees and counterparts in other organisations in the achievement of the department objectives.
- Demonstrated ability to foster positive relationships and skilfully communicate complex information and issues to a wide variety of audiences.
- Present and discuss information in a manner that establishes rapport and gains understanding from a wide cross section of the organisation.
- Commitment to working in a team environment.
- Commitment to continuous improvement and ongoing professional development.

QUALIFICATIONS AND EXPERIENCE

- Tertiary qualifications with several years of relevant experience in facilities management, OHS or security activities or lesser formal qualifications with extensive relevant experience.
- Knowledge and experience in successfully managing facilities in a dynamic, complex, infrastructure organisation – preferably one with a public service focus.
- Experience in working across the organisation to support delivery of operational or project outcomes.
- Experience in developing a positive rapport and collaborative relationships with internal and external stakeholders to achieve department goals.
- Good contract management experience supported by relevant procurement processes.
- Good understanding of legislation and regulations that impact on facilities, security and workplace management in local government.

CHILD-SAFE STANDARDS

- Maintain a child safe culture at the 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.



Position Description

Facilities Assurance Lead

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 in line with VIC Gov Advice
- Complete a National Police Check completed **via** City of Port Phillip's Provider
- Proof of Vaccination Certificate; and
- Evidence of a Working with Children Check (*employee type with City of Port Phillip registered as the organisation*).

KEY SELECTION CRITERIA

- Tertiary qualifications with several years of relevant experience in facilities management, OHS, project management or security activities or lesser formal qualifications with extensive relevant experience.
- Knowledge and experience in successfully managing facilities in a dynamic, complex, infrastructure organisation – preferably one with a public service focus.
- Strong strategic, planning, conceptual, analytical, and leadership skills and experience with the demonstrated ability to drive strategic outcomes, innovation, effectiveness and efficiency through management of staffed facilities.
- Excellent interpersonal skills with the proven ability to build collaborative and productive relationships with the executives, colleagues, stakeholders and employees.
- Excellent written and presentation skills including demonstrated ability to skilfully communicate complex information and issues to a wide variety of audiences.
- Demonstrated ability to actively provide and promote service culture through personal leadership.