

Principal Facilities Operations

Division:	Infrastructure Services
Reporting to:	Manager Facilities and Leasing
Direct reports:	1
Industrial Instruments:	Queensland Local Government Industry Stream A Award - State 2017 & Cassowary Coast Regional Council Certified Agreement 2023
Level	8

At Cassowary Coast Regional Council, we are guided by our core values of Respect, Integrity, and Courage. We demonstrate these values through our key organisational commitments to leadership, communication, performance, and teamwork.

THE ROLE

The Principal Facilities Operations reporting directly to the Manager Facilities and Leasing, will lead the management of Council's facilities operations including capital delivery, operations and strategic asset and services' management, and planning to ensure that Council's facilities portfolio of assets, are fit for purpose and provide the desired level of service to support Council's goals.

The portfolio includes but is not limited to aquatic facilities, public caravan parks, aerodromes, security and access management, CCTV, community halls and corporate and Council owned community buildings. A strong focus on the role is the long-term planning and financial sustainability of Council's assets and services and the establishment of a positive team culture in line with agreed corporate values.

The Principal Facilities Operations will assist in property and leasing opportunities to optimise the functionality and use to minimise risks and costs to Council, and where responsible coordinate ongoing asset management activities including renewals and upgrades and operational activities and contracts

As part of Council's leadership team this role will enable and support effective work practices, a safe work environment and the transformation of culture, to develop and maintain an engaged work environment with a community and customer focus.

KEY OUTCOMES

- Prioritisation of, and influence on Council's portfolio of building and facility assets by planning, developing, managing the services and operations of Council's owned and managed buildings and facilities.
- Provision of leadership and specialist advice relating to facilities functions.
- Development and implementation of Council policies and plans, ensuring long term sustainability and functionality of the building and facilities assets and services portfolio.
- Continuous improvement of Council's buildings and facilities' levels of service and operations to deliver sustainable practices and outcomes that enhance the community's experience of the places where we live, work and spend time in.

- Initiation and development of extensive projects and service programs.
- Demanding situations and complex problems are dealt with resolved with tact and diplomacy and presenting a positive Council image.

KEY ACCOUNTABILITIES

- Develop and maintain a strategic building and facilities management framework that includes whole of life-cycle management and aligns with Council's corporate goals for Council's diverse and complex \$153m (NPV) building portfolio.
- Lead the continuous improvement of the Buildings & Facilities Services and Assets Management Plans (SAMP) and implement improvement plan actions to mitigate Council's risk exposure, improve service delivery and ensure Council's ongoing financial sustainability.
- Champion the use of digital asset management systems and emerging technologies to improve asset lifecycle planning, reporting, efficiency and decision-making
- Develop and review of service standards for community assets that reflect community expectations and the financial constraints of Council. This may include asset and service level rationalisation/ optimisation to ensure the sustainable allocation of Council resources and assets; and taking a lead on community and stakeholder engagement to align facilities planning and service delivery with evolving community needs.
- Embed sustainability practices into facilities management, including energy efficiency, carbon reduction, waste minimisation, water conservation, and climate resilience, in line with Council's ESG commitments and environmental policies
- Develop new policies and evaluate, refine or recommend rescindment of existing policies relating to the strategic management of Council's building and facilities' portfolio while considering the diverse range of stakeholders and complex asset portfolio.
- Set priorities and provide leadership and specialist advice relating to buildings and facilities functions.
- Review and evaluate the strategic impacts on Council's building and facilities of goods and services contractual and fees for service management arrangements to ensure operational resources are allocated and prioritised.
- Lead the preparation of scopes/briefs for the calling of Tenders/Quotes relevant to the Buildings and Facilities Program and where relevant undertake or facilitate market analysis, the evaluation and awarding and monitoring of contracts in accordance with delegation and procurement policies.
- Manage and administer capital and services contracts relevant to the building and facilities portfolio in accordance with delegation and procurement policies.
- Develop and drive programs to ensure statutory compliance across the building portfolio, including WHS, fire safety, essential safety measures, disability access, and environmental health requirements including coordinating asset inspections, planned cleaning and maintenance of Council facilities.
- Develop and implement an asset inspections framework and proactive works programs to inform the annual capital (capex) and operational (opex) budgets and in the monitoring and control of expenditure against budgets and cost estimates.
- Initiate and manage the opportunities for external funding to assist with the delivery of a range of capital and operational programs
- Advocate for business planning activities to increase revenue expectations, marketing exposure across existing facilities and identify future opportunities for facilities including showgrounds, sport centres, aquatic centres, caravan parks, cultural facilities, and aerodromes.

- Support Council's engagement program in redefining how facilities services are delivered in line with Council's corporate objectives.
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- Oversee, and if required provide, consultancy services for a wide range of clients and functions.
- Act with significant independent action in decision making and Comply with all Council policies and procedures including the Code of Conduct for Council Employees.
- Ensure that Achievement and Development Plans are developed for any direct reports and that performance is monitored in line with these plans with the aim of achieving high performing individuals and team.
- Undertake any other duties, projects or tasks as directed by the Manager Facilities and Leasing which generally fall within the scope of this position and are within the incumbent's skills, competence, and training.

BEHAVIOURAL COMPETENCIES

- Practices behaviours' aligned with Council's Values (Make it Better, Grow Our Own, Be Courageous, Work Smarter, Accountable to our Community) and Code of Conduct for Council Employees in all interactions with internal and external stakeholders
- Exercises responsibility and takes an ownership role for Work Health and Safety, Environment Protection, Equal Employment Opportunity (EEO), Anti-discrimination, Recordkeeping, Risk and Privacy obligations
- Builds and sustains relationships facilitating collaborative customer focused outcomes
- Leads change and stimulates innovations and initiatives that better practices and procedures and policy
- Focuses on performance and meeting team goals
- Acts proactively, exercises initiative and seeks opportunities for continuous improvement
- Enables cultural change and demonstrates self-motivation and ability to work autonomously and make decisions based on legislation, standards, policies and business acumen
- Commits to personal and professional self and industry development

ABOUT YOU

As member of the Leadership team at Cassowary Coast Regional Council you will model, and influence behaviours aligned with Council's Values of Grow Our Own, Be Courageous, Accountable to our Community, Make it Better and Work Smarter and the Code of Conduct for Council Employees in all interactions with internal and external stakeholders.

The leadership competencies you will demonstrate that are specific to this position include:

Vision

Lead strategically	<i>think critically & act on the broader purpose of the system</i>
Stimulate ideas & innovation	<i>gather insights & embrace new ideas & innovation to inform future practice</i>
Lead change in complex environments	<i>embrace change & lead with focus and optimism in an environment of complexity and ambiguity</i>
Make insightful decisions	<i>make considered, ethical & courageous decisions based on insight into the broader context</i>

Results

Develop & mobilise talent	<i>strengthen & mobilise the unique talents & capabilities of the workforce</i>
Build enduring relationships	<i>build & sustain relationships to enable collaborative delivery of customer-focused outcomes</i>
Inspire others	<i>inspire others by driving clarity, engagement, & a sense of purpose</i>
Drive accountability & outcomes	<i>demonstrates accountability for the execution & quality of results through professionalism, persistence and transparency</i>

Accountability

Foster a healthy & inclusive workplace	<i>foster an inclusive workplace where health, safety & wellbeing are promoted & prioritised</i>
Pursue continual growth	<i>pursue opportunities for growth through agile learning & development of self-awareness</i>
Demonstrate sound governance	<i>maintain a high standard of practice through governance & risk management</i>

Skills and experience

You will have:

Transferable tertiary and post-secondary school qualifications in fields such as Facilities Management, Business, Land and Property Management, , Asset or Project Management, Planning and / or a significant track record (min 5+ year and preferably 10+ years) of transforming Facilities Management functions within government, community or service orientated organisation across operational to strategic levels

- High levels of stakeholder engagement and negotiation experience
- Highly developed analytical research, investigation and report writing skills
- Excellent working knowledge of the relevant legislation, regulations, policies and procedures associated with facilities operations and programs
- Current Queensland Class C Driver Licence

Desirable:

- Evidence of success in development and implementation of Facilities Asset and Services Management frameworks and systems.
- High level of budget development and monitoring skills including advanced procurement (RFQ, Preferred Supplier and Tender) writing skills
- Working knowledge of applicable codes of practice and legislation
- Local Government experience at a senior level in a similar role.
- Certificate IV in Swimming Pool and Spa Service or Swimming Pool and Spa Technicians Level III
- Demonstrated business acumen in corporate governance, contract and advanced project management skills and knowledge.



OUR ORGANISATIONAL EXPECTATIONS

- **Equity and diversity**

We are an equal opportunity employer and actively encourage diversity

We recognise the unique contribution First Nation people make to our workplace and our community and we strive to strengthen and develop connections through understanding, learning, and seeking opportunities to support a community connected to culture and Country.

- **Work Health and Safety**

All employees are required to adhere to Council's Work Health and Safety Policy Statement and be committed to maintaining a healthy and safe work environment.