

Position Title:	Facilities Officer – Operations Management
Position Number:	35050
Team:	Facilities Operations
Department:	Facilities and Leasing
Division:	Infrastructure Services
Reporting To:	Principal Facilities Operations
Direct Reports:	Nil
Industrial Instruments:	Queensland Local Government Industry (Stream A) Award - State 2017 & Cassowary Coast Regional Council Certified Agreement 2023
Level:	5

THE ROLE

The Facilities Officer – Operations Management reporting to Principal Facilities Operations, will work proactively with the Facilities and Leasing team and collaboratively across Council to assist with the development and implementation of programs, projects, strategies, processes and tools that result in improvement to Council's strategic services and operational management of its facility and building assets.

KEY OUTCOMES

- Buildings Services' Operational Management Plans including planned and programmed maintenance plans are developed, implemented and monitored.
- Operational and capital Works programs and project management plans are developed, implemented and reviewed to provide financial sustainability and quality including safety of service's experience and infrastructure.
- Council Aerodromes operational services are provided in accordance with Civil Aviation Safety Authority (CASA) standards and relevant guidelines and Australian Standards
- Levels of service for strategic operational activities and facilities are developed and reviewed to be sustainable and meet Council's and the community's priority needs.
- Cost savings and revenue opportunities are identified and implemented within building services management and operations programs
- Facilities' operational management agreements and contracts are current and managed effectively, including through the monitoring and analysis of reports and data.
- Efficient facility and building assets servicing contracts are implemented and managed through audits, inspections and used to develop scheduled maintenance, renewals and upgrades.

KEY ACCOUNTABILITIES

- Identify and promote opportunities to reduce operational expenditure, increase revenue and ensure peak operational efficiency through strategic procurement and management of program, operational projects and services' delivery
- Assist in the development, documentation and continuous review of strategies, policies, procedures, work practices and systems to improve service quality to customers

- Prepare Tenders/Quotations and undertake subsequent administration of contracts relevant to operational and capital contracts including supervision of service contract providers ensuring compliance with statutory legislation and regulations, Council Policies and procedures
- Coordinate and undertake inspections of facilities to confirm assets' operational and services' condition and performance and verify user contractual conditions are met. Develop strategic asset and services management programs and implement corrective actions or modify processes where non-conformances are observed
- Ensure Council Aerodromes, Aquatic Facilities, Caravan Parks, Community facilities and Corporate buildings are managed and operated in accordance with relevant legislation and standards and undertake procurement in accordance with adopted policies and procedures
- Support the Manager Facilities and Leasing and Principal Facilities Operations in their role as Asset Custodian to ensure that building assets are maintained and operated to provide sustainable and quality services to the community
- Support the Property and Leasing team and other teams across Council to ensure compliance with (hirer, user, lease) agreements, influence sustainable assets and facilities' management and resolution of issues (e.g. safety), as required
- Identify and develop grant applications that align with Council's policies, corporate plans and benefit the community. With successful grants, coordinate and manage the delivery and reporting, as required
- Implement the priority operational and services' actions from the Buildings Asset Management plan
- Review, and maintain levels of service and provide input or develop as needed inspection programs and measures of performance and condition in line with Council's risk management framework and Asset and Services Management Plans
- Assist in the planning, development and monitoring of budgets that contribute to Council's long term financial plan including the development of annual and 10-year Capital and Operational plans for Council's buildings and facility assets.
- Support the development of a detailed and prioritised list of operational and servicing programs which balance costs, risks, condition and performance/ utility
- Develop key performance measures, monitor (track) and undertake the required reporting of program and project delivery and relevant budget outcomes in Council's enterprise systems such as Delta and Technology 1
- Provide excellence in customer service by monitoring and responding to internal and external customers through customer requests, works management and complaints systems
- Support the delivery of facilities' operational management through administrative activities such as conducting meetings, developing agendas, taking minutes and notes and recording as required in Council's record management system.
- Administer, as needed, the operations, maintenance of the CCTV Network in cooperation with internal teams and the Queensland Police Service. Assist in the review of levels of service, development and management of related policies and procedures of Council's CCTV program.
- Other duties as requested by the Principal Facilities Operations and Manager Facilities and Leasing relating to program and project development and delivery, levels of service of facilities' operations and asset management

BEHAVIOURAL COMPETENCIES

- Practices behaviours aligned with Council's Values (Grow Our Own, Be Courageous, Accountable to our Community, Make it Better and Work Smarter) 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 effective working relationships and teamwork.
- Models professional and ethical behaviour.
- Focuses on performance and delivery of organisational and team goals.
- Acts proactively, exercises initiative and looks for opportunities for continuous improvement.
- Responds flexibly to change.
- Commits to personal and professional development.

SELECTION CRITERIA

Essential:

- Tertiary / Post secondary qualifications (minimum Diploma) in Facilities Management and/or Business Management and/ or equivalent 5 years of professional experience in a similar role
- Demonstrated experience in the development, interpretation and management of strategic asset services' and operational (maintenance) plans and subsequent delivery of programs and projects
- Demonstrated application of procurement processes (eg specification documentation for RFQ, PSA, Tenders) and budget management relating facility assets and operations
- Demonstrated ability in the interpretation and application of legislation relating to local government, governance and management of facilities and contract law
- Demonstrated project and time management skills and experience in procurement processes
- Practical experience in supervision and management of facilities' asset management, services and operational contracts
- Understanding and application of facilities' asset and services management principles
- Ability to demonstrate behavioural competencies
- Current Queensland "C" class drivers licence
- National OHS Construction General Induction (White Card)

Desirable:

- Local Government experience in areas of facilities and building asset management and operations
- Budget and financial development and monitoring
- Knowledge of the application of the Geographic Information Systems and other software packages to assist the asset management process
- CASA Certified Aerodrome Reporting Officer/Works Safety Officer
- Asset Management Planning
- Certificate IV in Swimming Pool or Spa Service / Pool Plant Operations (Aquatic Technical Operator)
- Demonstrates strong skills in specialist and/or functional area
- Qualifications in Contract and Project Management