



ASO6 MANAGER, FACILITIES OPERATIONS PHYSICAL ASSETS SERVICES BRANCH

ORGANISATIONAL OVERVIEW

South Australia Police (SAPOL) provides a diverse range of services to the community. These services are aimed at producing a safe and peaceful environment by the minimisation of crime and disorder. It is a large complex organisation which, because of the nature of its operations, is constantly subject to public scrutiny and accountability. It provides services to a range of different locations (over 100) spread across the State on a 24 hour a day basis.

SAPOL's vision is to provide 'Safer Communities'. All SAPOL employees are guided by Our Values of Service, Integrity, Courage, Leadership, Collaboration and Respect. SAPOL is an organisation with a proud history and an exciting vision for the future.

POSITION OVERVIEW

Summary

The Manager, Facilities Operations works in a dynamic and collaborative facilities team, and is responsible for developing, implementing and evaluating complex client focused facility management programs, services and support for a designated district and regional SAPOL Police Stations and assets. The role monitors and ensures facilities management activities (preventative and breakdown maintenance) meet approved standards and specifications, develops and maintains collaborative working relationships with managers and staff operating within SAPOL facilities, provides expert advice, consultancy and assistance to clients, contractors and service providers in the identification and resolution of facility management related issues.

Responsibilities include minor projects across the SAPOL statewide portfolio as required and active contribution to ensuring a high quality portfolio of assets in SAPOL's Government Employee Housing program in cooperation with Department for Infrastructure and Transport (DIT).

Service

Integrity

Leadership

Collaboration

Courage

Respect



The Facility Management Unit within SAPOL’s Physical Assets Services Branch (PASB), is responsible for the oversight of facility and property management across SAPOL and the management and delivery of facility services ensuring that SAPOL buildings and their services meet the needs through functionality, comfort, safety and efficiency to an optimum level for designated SAPOL facilities throughout South Australia.

PASB is comprised of seven units: Capital Projects Unit, Major Projects Unit, Contracts, Impound & Armoury, Strategic Operations: Fleet & Property, Facilities Management Unit, and Business Unit. A 'one team' mind set is driven by leadership at all levels, is focused on achieving our Vision and Key Strategy and allows us to realise the full potential of our workforce and ensures service excellence. To achieve this, members adopt a problem solving, responsive and informative approach.

Special Conditions

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| Work Status | The incumbent must hold a current Australian work eligibility status and will be subject to a criminal history check. The incumbent may be assigned to other duties at this remuneration level or equivalent. |
| Location | Adelaide CBD |
| Qualifications | White Card accreditation to be obtained. |
| Out of Hours Work | Some out of hours work may be required. |
| Travel | Some intrastate and interstate travel may be required. |
| Performance Management | The incumbent is required to participate in SAPOL’s iEngage program. |

Reporting / Working Relationships

- Reports to the Manager, Facility Management Unit.
- Supervises one or more Facilities employees as assigned when required.
- Liaises with managers and staff across the Facility Management and Capital Works Units.
- Liaises with managers and staff across SAPOL sites and externally with Department for Infrastructure & Transport (DIT) Facilities Managers and Across Government Facilities Management Arrangement (AGFMA) providers.
- Extensively liaise and manage relationships with a wide range of customers, service providers and suppliers, both internal and external, including trade contractors and Statutory Authorities e.g. Building, Fire, Health Inspectors or similar.

KEY OUTCOMES

- Develop, implement and evaluate client focussed facility management programs, services and support to contribute to the effective operation of the SAPOL facilities across the statewide asset portfolio, including:
 - Provide oversight to the development and delivery of a statewide preventative maintenance program, working with DIT and all other stakeholders to ensure the efficient and cost effective management of SAPOL facilities.

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- Ensure facilities management programs and related operational issues, breakdown services, and project management is delivered, documented, monitored, reviewed and reported in compliance with AGFMA.
 - Effectively monitor and ensure facilities management activities meet approved standards and specifications and provide a range of regular and adhoc, activity, status and management reporting.
 - Provide expert advice, consultancy and assistance to clients, contractors and service providers in the identification and resolution of facility management related issues, risks and operational problems, to ensure continuity of business operations.
 - Ensure the application of security standards and policies by service providers and implement audit and monitoring systems to ensure all activities are consistent and compliant with legislation, regulations, codes and standards and achieve high levels of customer satisfaction.
 - Establish and continually review Service Level Agreements for District and Regional facility management operations and oversee and undertake the coordination of major facility contracts including cleaning, grounds maintenance, preventative maintenance and asbestos management.
 - Manage the complex lifecycle requirements for assets, including planning and managing acquisition or disposal processes, commissioning and decommissioning of facilities, calculating life cycle costings, evaluating findings and developing and implementing plans to ensure continual quality improvement and risk management.
 - Manage the resolution of SAPOL employee housing issues, provide policy advice relating to government employee housing and oversee processes for acquisition and disposal.
 - Manage site budgets and ensure the assets and services managed and procured are fit for purpose, cost efficient and meet business and operational requirements.
 - Obtaining budget, financial, procurement and contractual approvals for assigned activities and initiatives in line with Treasurer's Instructions and SAPOL financial and contractual delegations and procurement requirements.
 - Contribute to the implementation of programs targeting the efficient and effective operation of SAPOL accommodation services including establishing appropriate techniques and systems to continuously monitor services against agreed benchmarks.
 - Promote and implement approved programs and savings measures aimed at improving energy efficiency and the awareness of energy issues across SAPOL, which contribute to the achievement of energy reduction targets.
 - Manage, monitor and undertake the maintenance of information management systems to ensure accuracy and meet SAPOL's facilities data management and reporting requirements in a timely manner.
 - Develop and maintain positive and professional working relationships with managers and staff operating within SAPOL facilities, and ensure if any issues arise, current and future facilities requirements, and programmed works are clearly communicated to end user stakeholders and executive in a timely manner.
 - Effective management of assigned facilities staff to ensure a professional working environment, building positive collaborative teams, with responsibility for developing staff and undertaking performance management, and ensuring quality customer service.

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- Plan and undertake regular contact with service providers to monitor works and services and encourage a pro-active and continuous improvement philosophy in the provision of services.
 - Contribute to the development and implementation of operational policies, strategies, standards, guidelines and procedures that support the achievement of the Facility Management and Strategy Unit goals and objectives.
 - Coordinate and undertake research and feasibility studies in relation to new programs, projects and initiatives and prepare reports, business cases and implementation plans and assist with other areas of Unit activity to support business objectives as required.
 - Observe and apply Work Health and Safety principles and practice and adopt the practices of equity and diversity in the workplace and ensure a harmonious workplace, free of unlawful discrimination, sexual harassment and bullying.
 - Actively undertake training, participate in multi-skilling and as new initiatives are developed, be prepared to adapt to changing work practices and ways of providing support to clients.

QUALIFICATIONS / SKILLS / KNOWLEDGE / EXPERIENCE

Essential Minimum Requirements

- Demonstrated experience in managing and administering asset management programs, projects, services and audits, including developing, coordinating, scheduling and evaluating work programs, managing and overseeing service providers, providing expert advisory services and ensuring operations comply with Government and Agency policy.
- Demonstrated ability to work under broad direction, both independently and as part of a team, identify and effectively deliver priorities and innovative solutions across a diverse range of complex tasks and meet tight deadlines in a high demand environment.
- Proven ability to display versatility of approach in order to meet changing requirements and to provide support to others in an environment of change.
- Experience in providing positive and effective management of assigned facilities employees, managing high quality performance and ensuring exceptional customer service provision.
- Demonstrated ability to problem solve and identify innovative solutions, to resolve complex issues to ensure business operational continuity.
- Demonstrated ability to develop and maintain positive and professional networks and operational relationships, to articulate, explain and present complex concepts clearly and concisely and to communicate effectively with people at all levels both verbally and in writing.
- Proven high level analytical skills to examine and resolve complex issues, undertake research and effectively support change objectives, monitor performance deliverables and ensure performance targets are met, with a well-developed understanding of risks associated with facilities works programs, including experience in implementing mitigation strategies.

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- Experience in the provision of high level analysis, research, information and advice through well written, factually accurate executive briefs, financial analysis and reports, and plans dealing with complex initiatives, contractual and operational issues.
 - Sound knowledge of modern accommodation and facilities planning concepts and techniques and relevant Guidelines, Codes and Regulations as they apply to buildings and accommodation.
 - Demonstrated expertise in managing and maintaining data and information systems and producing system reports from key internal and external business customer and contract databases.
 - Effective skills in negotiation and conflict resolution, with a focus on value for money.
 - Interpersonal skills that foster teamwork, collaboration and co-operation and a high level of performance. Possession of a high level of emotional intelligence, an open communication style, positive attitude, and a high degree of personal integrity and credibility;
 - Experience in the operation of Microsoft software applications, database systems.
 - Knowledge of the principles of equity, diversity and inclusion.
 - Demonstrated comprehensive knowledge and commitment to WH&S legislation, principles and practices and risk assessment in accordance with the WH&S Act (2012), regulations, approved codes of practice and AS/NZS ISO 31000:2018 Risk Management - Principles and Guidelines.

Desirable Characteristics

- Relevant tertiary qualifications in a Facility or Asset Management related discipline.
- Knowledge of the application of contract specifications and documentation and the South Australian Government's Facilities Management Arrangements and Facility Management Contracting system.
- Demonstrated comprehensive knowledge of Public Sector administration and resource management policies and procedures, and asset management and office accommodation processes, principles and systems that may impact upon the management of facilities and security services in the SA Public Sector.

CORPORATE RESPONSIBILITIES

- Maintain accurate and complete records in accordance with the *State Records Act 1997* and departmental policies, procedures and practice guidance.
- Act at all times in accordance with the Code of Ethics for the South Australian Public Sector and legislative requirements including (but not limited to) the *Public Sector Act 2009* and *Work Health and Safety Act 2012*.
- Actively contribute to SAPOL's commitment to being an inclusive workplace where everyone is safe, respected and supported to reach their potential by demonstrating inclusive behaviour and showing respect for diverse backgrounds, experiences and perspective.

- Demonstrate an understanding and commitment to **WH&S legislation**, principles and practices and risk assessment in accordance with the **WH&S Act (2012)**, regulations, approved codes of practice and AS/NZS ISO 31000:2018 Risk Management – Guidelines.