



ASO5 Senior Facilities and Accommodation Officer 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 Senior Facilities and Accommodation Officer is responsible for delivering efficient and effective facilities management activities and oversight of minor works at assigned SAPOL facilities, for continuous improvement in the delivery of facility management services, including a focus on Soft FM services which includes ensuring close supervision and management of cleaning, hygiene, pest control, grounds and waste management contracts for high performance across a range of different locations, as well as ensuring annual periodical cleaning is effectively managed and accurately logged, monitored and completed in a timely manner.

The role is responsible to work effectively in a dynamic and collaborative Facility Management Unit (FMU) within Physical Assets Services Branch (PASB), for management and oversight of a range of facilities across SAPOL's statewide asset portfolio and for the delivery of facility management services to ensure that the portfolio is maintained to an optimum level in support of Policing Operations and business continuity.

Service

Integrity

Leadership

Collaboration

Courage

Respect



Key activities include conducting safety reviews/audits, accommodation space management (room usage analysis), the efficient and effective facility operations including responding to breakdown and preventative maintenance works requests managed through the Across Government Facilities Management Arrangement (AGFMA) and other tasks as assigned to support Unit deliverables. Other responsibilities include card access management, system programming changes and reporting of facilities management service support activities across various sites.

PASB is comprised of seven units: Capital Projects Unit, Major Projects Unit, Strategic Infrastructure & Assets Unit, Contracts Impounds & Armoury Unit, Strategic Operations: Fleet & Property, Facilities Management Unit, and Business Management Unit. A 'one team' mind set is driven by leadership at all levels with PASB focused on achieving SAPOL's Vision and Key Strategy to allows us to realise the full potential of our workforce and ensure 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 | Police Headquarters, 100 Angas Street Adelaide. However, there will be a requirement to work from various locations in the metropolitan area. |
| Qualifications | An unencumbered Drivers licence is essential. |
| 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

- The Senior Facilities and Accommodation Officer reports to the Manager Facilities Operations.

Other Key Relationships

- Manager, Facility Management Unit PASB (Line Senior report).
- Deputy Director Infrastructure & Assets PASB.
- Police Officers & operational staff across all areas within SAPOL.
- Works closely with external key stakeholders, i.e. Government Agencies including Department for Infrastructure and Transport (DIT), Contractors, Facility Service providers and trades.

KEY OUTCOMES

- Driving high quality service delivery of minor works / facilities maintenance activities with timely responsiveness and cost-effective solutions, including where required, using Across Government Facilities Management Arrangements (AGFMA) through DIT.
- Ensure the proactive and timely provision of facilities services to clients with high standards of customer service is maintained, including timely and effective coordination of preventative and breakdown maintenance, including a focus on contract cleaning and periodical cleaning, grounds maintenance, hygiene and waste disposal services, site security, work health and safety, and oversight of minor works and replacement refurbishment projects, ensuring value for money is maintained.
- Ensure PASB systems, records and databases are actively maintained with accurate entries for monitoring internal cleaning, hygiene and waste contract requirements along with undertaking regular audit inspections, and timely invoice management.
- Oversee and ensuring the smooth operations of facilities and minor works activities, ensuring proactive works requests issued and completed efficiently and effectively, monitoring of works progress and management of contractors in and out of sites.
- Provide accurate, clear and timely advice and written briefs for clients and management including progress of minor works, and complete relevant audits and reporting requirements within required timelines.
- Resolve issues proactively with practical and cost effect outcomes and maintaining professional and positive business relationships.
- Facilitate regular professional contact with service providers and stakeholders to drive positive outcomes and continuous improvement in the provision of services.
- Ensure all works and activities are consistent and compliant with prevailing legislation, regulations, codes and standards.
- Develop and review policies, practices and site procedures, monitor operating processes, and make recommendations for improving service delivery and cost efficiencies.
- Maintain positive and professional interactions within a diverse unit and branch, and with people at all levels of an organisation, with a high-quality customer service focus that includes professional communication to all levels of management and personnel and responding appropriately to the needs of customers and client groups and sustain positive and effective professional working relationships.
- Proactive assistance with various tasks within the Unit to ensure critical timelines to support operational facilities to optimum levels are achieved.
- Observe and apply Work Health and Safety Welfare principles and practices.
- 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 successfully delivering facilities management services across a complex property portfolio of multiple sites.
- High quality verbal and written communication skills, proven ability to present clear, logical and concise oral reports and written communications, briefings, reports and sound, high level advice to stakeholders, senior management and Executive with accurate information and data.
- Ability to maintain positive and professional interactions within a diverse unit and branch, and with people at all levels of an organisation, with a high-quality customer service focus that includes professional communication to all levels of management and personnel and responding appropriately to the needs of customers and client groups, building and sustaining positive and effective professional working relationships.
- Demonstrated experience in commercial or residential facility / asset management and accurate usage and maintenance of support systems /databases, and knowledge of procurement processes as they relate to the provision of facility management services.
- Demonstrated experience and effective skills in negotiation and conflict resolution, including successfully negotiating with contractors, service suppliers and customers with a focus on value for money.
- Demonstrated experience in effective soft services management including cleaning & hygiene services, regular performance measurement and contract management to ensure high performing outputs.
- Strong analytical skills, ability to interpret financial and asset related data, building floorplans and lease contract documents, and the ability to propose practical and cost-effective solutions.
- Demonstrated ability to work autonomously under limited supervision, and collaboratively as a member of a multi-skilled team ensuring positive and professional interactions, whilst demonstrating advanced time management and organisational skills.
- Proven ability to display flexibility, adaptability and versatility of approach in order to meet changing requirements and to provide support to others in an environment of change, with ability to establish priorities across a diverse range of tasks and meet tight deadlines.
- Experience in the operation of Microsoft software applications, database systems and in the preparation of reports, submissions, budgeting and financial management processing.

Desirable Characteristics

- Facilities Management experience within a Government Agency or complex organisational environment.
- Qualifications in facility management related fields or other related discipline.

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.