



## **ASO6 Facilities Program Manager Physical Assets Services Branch**

### **ORGANISATIONAL OVERVIEW**

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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**

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#### **Summary**

The Facilities Management Unit (FMU) is responsible for the oversight of facility and property management across SAPOL's statewide asset portfolio 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.

The Facilities Program Manager is accountable to the Manager, Facility Management Unit for developing, implementing and evaluating complex portfolio asset and facility management

Service

Integrity

Leadership

Collaboration

Courage

Respect



programs that align with Strategic Asset Management planning. The Facilities Program Manager will need to consider best practice asset management and lifecycle planning while managing site facilities work programs and projects, regular maintenance, analysis and reporting of asset data information to influence forward planning programs and budgets.

The role works in a dynamic and collaborative team, and provides expertise in facilities management and strategic asset management for Physical Assets Services Branch (PASB), and actively contributes to FMU.

The position provides key support to SAPOL's regional housing portfolio, assessing the effectiveness of the program, analysing issues, making strategic recommendations for portfolio changes and managing housing acquisition and disposal processes. The role liaises closely with Department for Infrastructure and Transport (DIT) Government Employee Housing (GEH) unit and regional SAPOL Services, ensuring quality condition for SAPOL's regional housing portfolio.

### Special Conditions

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| <b>Work Status</b>            | The incumbent must hold a current Australian work eligibility status and will be subject to a criminal history check.<br>The incumbent may be assigned to other duties at this remuneration level or equivalent. |
| <b>Location</b>               | Adelaide CBD                                                                                                                                                                                                     |
| <b>Qualifications</b>         | It is desirable for the incumbent to have relevant tertiary qualifications in a Facility or Asset Management related discipline.                                                                                 |
| <b>Out of Hours Work</b>      | Some out of hours work may be required.                                                                                                                                                                          |
| <b>Travel</b>                 | Some intrastate and interstate travel may be required.                                                                                                                                                           |
| <b>Performance Management</b> | The incumbent is required to participate in SAPOL's iEngage program.                                                                                                                                             |

### Reporting / Working Relationships

The Facilities Program Manager reports to the Manager, Facility Management Unit and provides supervision to one or more Facilities employees as assigned when required.

The role liaises with managers and staff across the Facility Management, Capital Projects Units, staff across SAPOL sites and externally with Across Government Facilities Management Arrangement (AGFMA) providers.

The position extensively liaises and manages 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.

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## KEY OUTCOMES

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- Develop, plan, implement and evaluate client focussed facility management, services, and works programs to contribute to the effective operation of the SAPOL facilities across the statewide asset portfolio, including:
  - Undertake an annual review of SAPOL's asset portfolio incorporating strategic asset planning and best practice methodology for development and delivery of a statewide preventative maintenance program.
  - Undertake reviews and provide ongoing monitoring of AGFMA performance across SAPOL assets, and working with DIT and other stakeholders to ensure the efficient and cost-effective management of SAPOL facilities.
  - Develop and manage SAPOL's Asset & Equipment Replacement programs, analyse best practices and strategic implications, create costings, and provide recommendations to ensure quality improvement and risk management.
  - Maintain accurate asset information, conduct strategic reviews and reporting, contribute to SAPOL's Strategic Asset Management Framework, and ensure timely asset data management.
  - Continuously review and manage portfolio facilities programs, operational issues, breakdown services, and project management to ensure compliance with AGFMA and relevant legislation.
  - Effectively monitor and ensure facilities management activities meet approved standards and specifications, policies and procedures and provide a range of regular and ad hoc, 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.
- Deliver facilities projects and programs on time, on budget, and to best practice standards, meeting design specifications, user requirements, quality, timing, and budget parameters, with effective risk management and accurate project tracking and reporting.
- Complete Facilities Works / Minor Project Management activities including:
  - Expert management of facilities projects, formulate design briefs, project management plans, project schedules, robust budget spreadsheets, risk registers, project reports, project communication strategies, executive briefing papers and other key project documentation.
  - Obtain budget, financial and procurement approvals for assigned projects and programs in line with SAPOL financial and contractual delegations and procurement requirements.
  - Ensure minor works projects are activated and progressed in accordance with financial delegations and approvals, utilising AGFMA whole of government contractual arrangements or other approved procurement processes.
  - Effectively monitor and control project expenditure within approved budget allocations, and providing timely advice and recommendations on cost pressures that require management. Manage the resolution of SAPOL employee housing issues, provide policy advice relating to government employee housing and oversee processes for acquisition and disposal.

- Promote and implement approved programs and savings measures aimed at improving sustainability and energy efficiency and the awareness of energy issues across SAPOL, which contribute to the achievement of environment initiatives and energy reduction targets.
- Key oversight and effective management of SAPOL's GEH portfolio in close liaison with DIT, GEH Unit and SAPOL regional Service areas to ensure proactive maintenance by DIT for quality condition of assets, and housing options are actively catered for to support SAPOL's regional housing requirements.
- Provide strategic policy advice and recommendations to GEH portfolio activities and oversee processes for acquisition and disposal.
- Maintain up to date GEH datasets for regional housing issues in close working liaison with Statewide Operations Service (SOS) for regional members.
- Foster positive relationships with SAPOL managers and staff, and ensure timely communication of any issues, facilities requirements, and programmed works to stakeholders and executives.
- Plan and undertake regular contact with service providers to monitor works and services and drive a proactive 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 FMU 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.
- 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

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### Essential Minimum Requirements

- Demonstrated experience in developing, planning, managing and delivering strategic asset planning, portfolio asset management programs, projects, services and audits, including analysing, 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 experience in managing complex facilities works projects, identifying and assessing project risks, managing budgets and providing innovative and adaptive solutions to complex problems that are practical and achievable to ensure successful project delivery.

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- 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.
  - 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.

### **Desirable Characteristics**

- 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**

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- Maintain accurate and complete records in accordance with the *State Records Act 1997* and departmental policies, procedures and practice guidance.

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- 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.