Job and Person Specification

Title of Role:	Senior Assets and Facilities Officer	**Classification:**	ASO6
Business Unit:	Consumer and Business Services	**Division:**	Strategy, Corporate and Registry Services
Branch:	Strategy and Transformation	**Team:**	Systems and Facilities

Primary Purpose

The Senior Assets and Facilities Officer leads the delivery of facilities, accommodation, security, fleet and asset services across Consumer and Business Services (CBS) sites. Working under broad direction, the role exercises significant independent judgement to assess requirements and risks, establish priorities, use available resources within approved authorities, and make timely decisions that maintain safe, secure and functional workplaces and continuity of critical services.

The role is the senior point of responsibility for facilities and security incidents, including urgent and after-hours matters where immediate action is required and management direction may not be available. It determines and directs the immediate CBS response, engages contractors and service providers, puts interim safeguards in place and authorises action within approved budgets, contracts, policies and delegations. The role leads minor works, relocations, workplace changes, contract and service-provider performance, and facilities-related business continuity readiness, escalating matters that exceed its authority, materially alter approved strategy or present exceptional organisational risk.

Job Environment

The Attorney-General's Department (AGD) is a key portfolio within the South Australian Government, employing more than 1,900 staff. AGD delivers high-level legal services and advice to Ministers and government agencies, provides specialist policy support, oversees regulation and compliance functions, and delivers essential services directly to the community.

CBS is a division of AGD and is responsible for protecting consumers, supporting and regulating businesses and recording significant life events for South Australians. CBS is customer focused and flexible in its activities, providing accessible information and services.

All roles at CBS contribute to its vision of being a progressive, proactive and trusted regulator and custodian of key life events, and to its purpose of fostering a safe, fair and trusted marketplace and helping South Australians navigate key life events with confidence.

The Senior Assets and Facilities Officer works across various CBS sites under broad direction and within approved corporate frameworks. Although AGD Facilities and Security provide portfolio frameworks, specialist advice and shared services, CBS retains responsibility for the day-to-day management of its sites. The role independently manages competing priorities, determines appropriate responses and resolves facilities, security, asset and fleet issues, working with AGD corporate functions and external providers to achieve outcomes for CBS.

The role supports CBS to be a progressive, proactive and trusted regulator by maintaining safe, secure and functional workplaces and effective asset, fleet and security arrangements that enable service continuity and reliable service delivery.

Reporting Relationships

- Reports to Manager, Systems and Facilities.

Key Relationships/Interactions

- CBS Executive, Managers, Team Leaders and employees across CBS.
- AGD's Facilities and Security teams.
- Building owners, property managers and maintenance providers.
- Contractors, suppliers and service providers.
- Other government agencies and external stakeholders as required.

Key Challenges

- Coordinating competing facilities, accommodation, fleet, asset, security and workstation set-up priorities across CBS sites.
- Managing service delivery within budget and resource constraints.
- Maintaining accurate asset, fleet, facilities and security records in accordance with government and departmental requirements.
- Taking immediate responsibility for decisions and action during urgent facilities, accommodation and security incidents, including after hours, to protect people, evidence, sensitive or restricted holdings, premises and continuity of critical services.
- Directing contractors and service providers, resolving underperformance and securing timely outcomes within contractual and delegated authorities.
- Evaluating facilities, asset, fleet and security arrangements and implementing practical improvements to services, safeguards and resilience across CBS.

Special Employment Conditions

- Some out of hours work is required.
- Requirement to hold a current driver's licence and willingness to drive.
- Required to participate in an after-hours facilities and security roster, including responding to urgent accommodation, maintenance, security and business continuity matters as required.
- Intrastate travel including overnight absences.

AGD Conditions

- Effectively embed AGD People and Leadership Expectations into all actions, activities and work processes
- Participate in bi-annual Performance Development Plan (PDP)
- Proactively seek learning opportunities, including in the timely completion of all mandatory training requirements
- Comply with the Code of Ethics for the South Australian Public Sector, relevant legislation and AGD policies and procedures
- Employment is dependent upon a compliant National Police Certificate that the AGD finds satisfactory.

Diversity

The Attorney-General's Department values workplace diversity and is committed to providing an inclusive work environment where employees feel respected, valued and empowered to be themselves. We are also committed to reconciliation and strongly value First Nation's perspective in the community and workplace.

Flexible Working Arrangement Options

The South Australian public sector promotes diversity and flexible ways of working including part-time. You are encouraged to discuss the flexible working arrangements for this role. Flexible working arrangement options for this role may include:

- Flexitime
- Part-time
- Compressed weeks
- Work from home arrangements

Responsibilities

This Job and Person Specification provides an indication of the type of duties you will be engaged to perform. You may be lawfully directed to perform any duties that a person with your qualifications, skills and abilities would reasonably be expected to perform. The Senior Assets and Facilities Officer is responsible for:

Key Responsibilities	Specified Duties	Performance Indicator/Measurement
Facilities, Assets and Service Delivery	• Lead the day-to-day delivery of facilities, accommodation, security, fleet and asset services across all CBS sites, including secure and restricted-access premises supporting regulatory and evidentiary activities. • Assess service requirements, incidents and associated risks; establish priorities; and independently determine and implement proportionate responses within approved authorities. • Provide day-to-day direction, task allocation and guidance to staff supporting facilities, asset and fleet activities. • Engage and direct contractors and service providers, adjust the sequence of work where required, verify delivery and require rectification of deficient or non-compliant work in accordance with contractual arrangements. • Resolve complex and urgent issues, put interim safeguards in place and use available resources; escalate matters where they exceed approved authority, require a change to strategic priorities or present exceptional organisational risk.	• Services are prioritised and delivered safely and efficiently. • Routine, complex and urgent decisions are made promptly and independently within authority, with the basis for decisions documented and exceptional risks escalated appropriately. • Day-to-day activities are prioritised, coordinated and completed within agreed timeframes. • Service providers deliver agreed outcomes and deficiencies are addressed through timely management and contractual action.
Facilities, Accommodation and Minor Works	• Manage facilities services across CBS sites, including inspections, maintenance, workplace issues and site readiness. • Plan and coordinate accommodation changes, relocations, space utilisation, office refits, minor works and facilities improvements. • Determine CBS requirements and negotiate and direct delivery with AGD Facilities, building owners, contractors and suppliers, resolving competing requirements and service constraints. • Coordinate workstation readiness for new starters and staff movements with relevant systems and ICT support functions. • Manage facilities expenditure and commitments within approved budgets and authorities, approve or certify work and invoices where authorised, and reprioritise expenditure in response to emerging risks and service requirements.	• CBS sites remain safe, functional, accessible and fit for purpose. • Relocations, minor works and workplace changes are appropriately scoped and delivered within agreed outcomes, budget and timeframes. • Maintenance and urgent workplace issues are resolved promptly. • Expenditure is monitored and emerging pressures are reported accurately.
Asset and Fleet Management	• Manage CBS asset and fleet records and arrangements, including allocation, location, movement, condition, maintenance, replacement and disposal. • Plan and lead stocktakes, audits and verification activities; investigate discrepancies; determine and implement corrective action within authority; and refer suspected misconduct, loss or process failure through appropriate channels.	• Asset and fleet information is accurate, current and supports audit and business requirements. • Discrepancies are investigated and corrective action is determined, implemented and

Key Responsibilities	Specified Duties	Performance Indicator/Measurement
	• Assess asset condition and lifecycle requirements and determine maintenance, allocation and replacement action within approved plans and authorities; develop and substantiate procurement and disposal proposals where further approval is required. • Manage fleet operations and service arrangements, including determining vehicle allocation and utilisation, directing servicing and repairs, resolving fuel-card and infringement matters, and taking corrective action on compliance or performance issues within authority. • Work with ICT, Finance and Procurement to maintain appropriate governance and resolve asset and fleet issues.	verified, with only matters beyond authority escalated. • Lifecycle risks are actively managed and maintenance, allocation, replacement and disposal decisions or proposals are timely and evidence based. • Fleet services are reliable, compliant and cost conscious.
Security, Incidents and Service Continuity	• Manage day-to-day security arrangements across CBS sites, including access permissions, keys, identification, alarms, duress systems and onsite security services. • Take responsibility for the immediate management of facilities and security incidents affecting CBS sites; assess threat, consequence and urgency; determine the response; and direct contractors, security personnel and relevant staff, including where management direction is not immediately available. • Put immediate safeguards in place and use available resources to protect people, evidence, sensitive or restricted holdings, information, premises, assets and service continuity; determine when evacuation, access restriction, site closure, alternative accommodation or other continuity measures are required within authority. • Direct security system maintenance, testing and corrective action; determine interim safeguards where systems are impaired; and lead the implementation of approved upgrades with AGD Security, building owners and service providers. • Lead facilities, accommodation, security, fleet and asset inputs to emergency management and business continuity arrangements; plan and conduct exercises and tests; evaluate readiness; and implement corrective actions and lessons identified.	• Security arrangements and systems remain effective and fit for purpose. • Incidents receive timely, proportionate and independently directed responses, with escalation based on defined risk and authority thresholds rather than routine approval. • Actions and decisions are documented in accordance with business requirements. • CBS maintains tested facilities, security and continuity readiness, and identified deficiencies are corrected.
Advice, Assurance and Improvement	• Provide advice to the Manager and CBS business areas on facilities, accommodation, assets, fleet and security. • Develop, approve where authorised, implement and evaluate procedures, safeguards, service standards, incident protocols and escalation pathways within corporate frameworks. • Initiate the identification of policy and procedural improvements or development to mitigate risks, improve business efficiency and reinforce effective governance and management processes and exercise a key role in development and implementation. • Evaluate service performance, contractor outcomes, expenditure, incidents and recurring issues; determine and implement corrective and improvement action	• Decisions and authoritative advice are timely, practical, risk based and supported by analysis and professional judgement. • Procedures and safeguards are current and consistently applied. • Policy and procedural improvements to mitigate risk, improve business efficiency and deliver quality service outcomes are initiated.

Key Responsibilities	Specified Duties	Performance Indicator/Measurement
	within authority; and develop higher-value or strategic recommendations for management approval. • Provide authoritative advice and prepare reports, briefings, risk assessments and recommendations on complex, sensitive or high-impact facilities, security, asset and service-continuity matters. • Initiate, lead and evaluate improvement projects and service changes affecting CBS workplaces, security, assets and fleet, and provide specialist advice to broader agency projects and procurement processes.	• Service risks, trends and underperformance are identified and addressed through direct corrective, contractual or improvement action within authority. • Improvements strengthen efficiency, compliance, safety and service continuity.
Contribute to Culture	• Display constructive behaviours in line with AGD's people expectations of self-awareness, building trust, and building teams. • Seek feedback and review personal performance. • Develop effective working relationships, be approachable and work cooperatively with others to achieve outcomes. • Communicate proactively and prioritise workload effectively, asking for guidance and negotiating deadlines where appropriate. • Identify and undertake personal professional development. • Actively participate and contribute to responsible and safe work practices. • Embrace diversity and cultural differences in the workplace.	• Feedback on performance from peers and leaders is positive. • Priorities are effectively communicated and negotiated. • Personal development is undertaken. • Work practices are safe and Work Health and Safety legislation, policies and procedures are adhered. • Respectful behaviour observed when faced with diversity/differences in opinion.

Capabilities relevant to the role (Qualifications, Skills, Knowledge and Experience)

Essential	• Demonstrated ability to contribute to a constructive workplace culture. • Well-developed interpersonal, consultation and negotiation skills, including the ability to establish productive relationships and influence service outcomes. • Substantial experience in facilities, accommodation, fleet, security, asset management or related services in a complex environment. • Demonstrated ability to assess risks and incidents, establish priorities and make sound decisions with limited direction. • Experience establishing service requirements, directing contractors and service providers, exercising contractual remedies or requiring rectification, and resolving complex service-delivery issues. • Demonstrated experience independently managing minor works, relocations, accommodation changes or comparable projects, including scope, risk, resources, expenditure and delivery. • Demonstrated ability to make and implement asset and fleet decisions, including allocation, utilisation, stocktake correction, maintenance, compliance and lifecycle action within delegated authority. • Demonstrated ability to develop and evaluate procedures and safeguards, analyse complex service and risk information, and provide authoritative advice and recommendations.

	• Demonstrated ability to provide direction, allocate tasks and guide the delivery of facilities and asset activities. • Demonstrated ability to exercise significant independent judgement and take responsibility for decisions and action during urgent facilities, security and service-continuity matters, including where immediate management direction is unavailable.
Desirable	• Knowledge of government accommodation, facilities, security, fleet, asset management and workplace support frameworks. • Experience coordinating accommodation projects, workplace relocations, office refits, workstation set-up, fleet administration or asset stocktake activities. • Knowledge of business continuity, emergency management or workplace security practices. • Knowledge of the functions and activities undertaken by CBS.

Behavioural Capabilities and AGD People Expectations

The AGD Performance Matrix describes the behaviours expected of AGD employees across various levels in the Department. All employees are expected to behave in accordance with the AGD People Expectations of being self-aware, building trust and building teams. Descriptors below detail the behavioural capabilities required for performance in the Senior Assets and Facilities Officer role. KEY behaviours for this role are listed with the critical behaviours highlighted in bold. This broader group of behaviours are applicable to your ongoing success in the role.

	Strategic Focus	**Results Orientation**	**Service Delivery Excellence**	**Relationship Management**	**Professional Approach and Drive**
Strategic	Shapes Strategic Thinking and Change	Achieves Organisational Results	Drives Business Excellence	Forges Relationships and Engages Others	Exemplifies Personal Drive and Professionalism
Tactical	**Promotes Strategic Thinking and Change**	Achieves Team Results	Delivers Business Excellence	Establish Relationships and Engages Others	Models Personal Drive and Professionalism
Operational	Supports Strategic Direction	**Achieves and Monitors Own Results**	**Supports Service Delivery Excellence**	**Fosters Working Relationships**	**Supports Personal Drive and Professionalism**
Foundational	Understands the Strategic Direction	Achieves Individual Results	Contributes to Service Delivery Excellence	Maintains Working Relationships	Demonstrates Personal Drive and Professionalism

Element	**Behaviours**
Promotes Strategic Thinking and Change	• **Supports strategic direction and plans** • Actively promotes goals and strategic direction • Translates strategies and goals into achievable plans • Ensures work goals are linked to the bigger picture • Adopts and manages a balanced approach to risk aversion and risk taking • Considers the broader political environment and context when decision making • **Sets aside time to engage in forward planning for his/her area of responsibility** • Drives effective change • **Promotes creative and innovative thinking**
Achieves and monitors Own Results	• Sets and communicates clear expectations around quality of work and timeframes • Monitors progress towards achieving outcomes • **Takes responsibility for the delivery of quality and timely results** • Critically evaluates issues and ensures solutions are practical and achievable • **Prioritises workload effectively and negotiates deadlines where appropriate** • Measures performance and acts on opportunities for continuous improvement
Supports Service Delivery Excellence	• **Identifies and raises awareness of trends, potential problems and opportunities** • **Uses capability and expertise of the workgroup to achieve outcomes** • Identifies and delivers high quality internal and external customer service • **Utilises available internal and external resources for optimal outcomes.** • Contributes to a culture of financial responsibility, accountability and awareness • Translates performance requirements into achievable outcomes.

	• Effectively manages their own performance, managing (or influencing) the wider team performance • Provides clear, honest and timely feedback to others including recognising high performance and addressing non-performance where relevant to their role.
Fosters Working Relationships	• **Develops existing working relationships and internal networks** • Effectively manages conflict and escalates when appropriate • Consults and seeks the views of relevant stakeholders • Develops effective working relationships and internal networks • Shares information and knowledge as appropriate • **Takes into account the situation and audience** • Negotiates as necessary to achieve outcomes • **Actively listens and communicates clearly**
Support Personal Drive and Professionalism	• **Promotes a culture of respect and high ethical standards** • Supports diversity and uses this to enhance outcomes • **Maintains professionalism and confidentiality when dealing with sensitive issues** • Constructively expresses own views and respects the views of others • Is aware of risks and makes decisions accordingly • **Remains positive and recovers quickly from setbacks** • Adapts effectively to change • Looks for opportunities to engage in development activities • **Seeks feedback and reviews own performance** • Ensures a focus on wellbeing for self and others and raises concerns where necessary