

Position Description

POSITION TITLE: Corporate Facilities & Maintenance Officer	REPORTS TO: Team Leader Corporate Services	DATE: 30 July 2021
Classification: Band 3		
ORGANISATIONAL CONTEXT		
<p>Lower Murray Water (LMW) operates along the Murray River, from Kerang to the South Australian border, in the municipalities of Gannawarra, Swan Hill and Mildura. We provide this extensive region with urban water and sewerage treatment, supply, and disposal; river quality water for stock and irrigation; and collection and disposal of subsurface irrigation drainage. Our goal is to contribute to the economic, social, and cultural development of our region and its many communities with environmentally responsible and sustainable water management.</p>		
PRIMARY OBJECTIVES		
<p>As the Corporate Facilities & Maintenance Officer, you will coordinate the day-to-day management of building and facilities maintenance and repairs to ensure assets are maintained in safe a condition, to enable the Corporation’s operations and meet long-term vision and strategy. This role will require superior communication, coordination, and organisational skills in the active monitoring of building maintenance and repairs. Procurement, project, and contractor management of all maintenance tasks will allow for the efficient allocation of resources across the LMW operational teams.</p> <p>As member of the Organisational Performance team, you will coordinate and manage all repairs and maintenance activities for commercial buildings and facilities owned or leased by LMW and support the teams responsible for the operational maintenance of our treatment plants and pump stations. The role will be responsible for effective management of building services to ensure they are delivered in accordance with LMW procurement policies, and that existing and new agreements are compliant, monitored and documented within the LMW Contracts System. This position will work closely with key internal roles including Legal Officer, Fleet and Contracts Officer and Procurement Officer, and provide coverage in times of leave and high work demands.</p> <p>Both internal and external stakeholders will be a priority with an external focus of coordinating maintenance procurement with contractors and service providers.</p>		

KEY ACCOUNTABILITIES		
KEY RESULT AREA	MAJOR ACTIVITIES	PERFORMANCE INDICATORS
Leadership	<p><i>Repairs & Maintenance</i></p> <ul style="list-style-type: none"> • Development of a programmed asset maintenance schedule and procedures in consultation with key stakeholders. • Working collaboratively with LMW operations staff and coordinate day to day maintenance requests. • Development and communication of building maintenance procedures and associated processes to the organisation in a timely manner. 	<p><i>Repairs & Maintenance</i></p> <ul style="list-style-type: none"> • Buildings maintenance function is a positively recognised support service within the organisation. • Options and recommendations for building maintenance problem resolution and system improvement are analysed and presented through Management. • Facilitation and delivery of staff training and awareness sessions to ensure all staff are aware of asset maintenance management policies, procedures and work instructions.
	<p><i>Contractor Management</i></p> <ul style="list-style-type: none"> • Co-ordinate, supervise and direct buildings and facilities contractors ensuring induction and compliance with OH&S requirements. • Evaluate contract arrangements including consideration of utilising external providers like Programmed Services, LMW-managed tendered contracts or shared services arrangements. 	<p><i>Contractor Management</i></p> <ul style="list-style-type: none"> • An annual performance assessment is completed for all maintenance contractors and contracts. • All building maintenance service contracts have current approved agreements which comply with the procurement policy.
	<p><i>Building Security</i></p> <ul style="list-style-type: none"> • Review security services provided by security services companies and complete a gap assessment across all LMW locations. 	<p><i>Building Security</i></p> <ul style="list-style-type: none"> • Consolidation of building security management services to deliver consistent and reliable outcomes.
	<p><i>Building & Facilities Compliance</i></p> <ul style="list-style-type: none"> • Legislative compliance regarding building regulation codes and insurance risk reviews. • Develop and maintain procedures to monitor service provider performance. 	<p><i>Building & Facilities Compliance</i></p> <ul style="list-style-type: none"> • Meeting Building audit and compliance obligations. • Complete regular internal audits of all maintenance and service contracts identifying and listing all existing contracts and those without contracts.
	<p><i>Commercial & Community Lease Agreements</i></p> <ul style="list-style-type: none"> • Act as a liaison for property management agents and tenants regarding all commercial and community lease agreements and licences. 	<p><i>Commercial & Community Lease Agreements</i></p> <ul style="list-style-type: none"> • Maintenance schedule as per lease agreements and licences is developed, reviewed and implemented. • Coordination and development of processes relating to the effective management of Lease Agreements and licences is occurring with Legal Officer.

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<p>Leadership</p>	<p><i>Corporate</i></p> <ul style="list-style-type: none"> • Promotion of a culture that encourages risk discussions by integrating Risk Management into normal business practices. • Coordinate corporate central capital projects as required to upgrade buildings and facilities. • Backfill and provide coverage to the Fleet and Contracts Officer role to assist with Fleet tasks as defined. 	<p><i>Corporate</i></p> <ul style="list-style-type: none"> • Risk register items that have been identified as improvement opportunities are rectified within recommended timeframes or scheduled for prioritisation in maintenance schedules and budgetary cycles. • Operationalisation of corporate central capital projects management processes to deliver on-time & on-budget. • Completed development and engagement plans to improve staff health, wellbeing, and professionalism.
<p>Customers</p>	<p>Internal:</p> <ul style="list-style-type: none"> • Managing Director • General Manager Business Services and Performance • Manager Organisational Performance • Team Leader Corporate Services • Legal Officer • Fleet and Contracts Officer • Procurement Officer • All Staff <p>External:</p> <ul style="list-style-type: none"> • Internal and external auditors • Government Departments/Authorities and Agencies • Consultants and contractors • Service providers • Legal advisors • Water corporations • Community groups • Commercial/community lease/agreement/ licence holders 	<ul style="list-style-type: none"> • Demonstrated strong professional relationships with stakeholders as evidenced by feedback. • Provision of fair, honest, and constructive feedback to all key stakeholders. • Best practice industry practices are identified and implemented as aligned with a Continuous Improvement Plan • Appropriate and timely independent advice has been provided on projects of interest for Organisational Performance Manager, Executive, Board and Committee reporting. • Demonstrated support of Team Leader Corporate Services and peers within the broader Business Services & Performance Team. • Strong engagement from across all areas of the business in buildings and facilities repairs and projects. • Lead quality interactions and engagement with product and delivery partners ensuring KPI's and SLA's are met (talent, timeframes, outcomes, and reporting).

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<p align="center">Safety</p>	<ul style="list-style-type: none"> • Support and develop a safety-first culture in the organisation. • Participate in LMW safety activities and initiatives. • Complete bi-annual Global Safety Index (GSI) survey. • Contribute to LMW providing a safe workplace that is free of harm from all forms of bullying, harassment and discrimination. • Coordinate and attend regular building inspections and maintain/monitor a property defect register for all commercial buildings and facilities. • Coordinate contracts and contractor induction with the safety team to ensure all new details are communicated • Co-ordinate supervise and direct suppliers and contractors on site and ensure induction and compliance with OH & S requirements. 	<ul style="list-style-type: none"> • Safety in the workplace is a priority. • Work behaviours promote safe work practices and respect for all staff members. • Completion of mandatory safety surveys, training, and awareness. • Achieve KPI's from the 4C safety strategy. • Improvement actions identified in safety inspections such as hazards/risks are rectified within the recommended timeframes. • Annual building inspection and maintenance reports are presented to Management including: <ul style="list-style-type: none"> ○ Urgent repairs incidents due to unsafe processes. ○ Property defects register and recommendation actions. • All building and facility safety incidents/defects (hazards or risks) are actioned/rectified within 7 days.
<p align="center">Efficiency</p>	<p><i>Repairs & Maintenance</i></p> <ul style="list-style-type: none"> • Develop and monitor annual planned/specific maintenance and operations programs and budgets that specify service levels to maintain building and facility compliance. • In conjunction with site supervisors coordinate and action planned and unplanned repairs and maintenance activities for all commercial buildings and workplace facilities owned or leased by LMW. • Liaise with assets team to ensure scheduled maintenance and inspection activities are recorded in work orders in the Asset Information Management System (AIMS). • Manage and action the maintenance work request system (Happy Fox) and incident reporting system (Rapid Global) on a timely basis. • Management and administration of maintenance end-to-end procurement processes from “Requests for Quote”, purchase/works orders through to delivery and receipt of services including, but not limited to; pest, air-conditioning, cleaning, security, firefighting services and equipment, automatic fire detection and alarm systems, standby power supply systems, building clearance and fire appliances, lighting and grounds & irrigation systems. 	<p><i>Repairs & Maintenance</i></p> <ul style="list-style-type: none"> • Implemented and monitor maintenance replacement programs to ensure all buildings are in safety condition. • Active participation in the ongoing development of systems that will ensure the efficient use of LMW buildings and facilities. • Implement and monitor maintenance replacement programs to ensure all buildings are in safety condition. • Building maintenance work requests/tickets (Happy Fox) are actioned on a timely basis, and proactive solutions explored. • All incident requests through Rapid System are monitored promptly and actioned, and proactive solutions explored. • All repair and maintenance work order history are accurately captured against building assets in the AMIS . • Asset maintenance program compliance with Asset Management Accountability Framework requirements. • All maintenance work orders are supported by approved Purchase Orders.

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<p>Efficiency</p>	<p><i>Contractor Management</i></p> <ul style="list-style-type: none"> Identifying and listing all service providers/ suppliers/ contractors who perform building related maintenance and works. Contract management of scheduled services including but not limited to; pest, air-conditioning, cleaning, security, firefighting services and equipment, automatic fire detection and alarm systems, standby power supply systems, building clearance and fire appliances, lighting and grounds & irrigation systems. Coordinate procurement of new and expired contractor service agreements under procurement guidelines Develop request for quote and tender specifications documents for service contracts and renewal works in accordance with LMW procurement guidelines. Maintain and administer all building related contracts in TechnologyOne Contract Management System. 	<p><i>Contractor Management</i></p> <ul style="list-style-type: none"> Maintain a commercial and community site list assigning maintenance activities required at each site. Complete regular internal audits of all maintenance and service contracts. Potential savings identified through consolidation of works and services and tender packaging. Comply with Contractor Management Procedures including contractor performance All service contracts have current approved service agreement including defined a scope of works, risks and a schedule of rate items for each activity/ contract Savings identified through consolidation of works and services, tender packaging and service improvements. All building and facility maintenance contracts reported in TechnologyOne Contracts module including all contractual obligations.
	<p><i>Building Security</i></p> <ul style="list-style-type: none"> Coordination of all Security services including system, maintenance, monitoring, patrols, physical access (keys & alarm codes). Development, implementation and management of security related systems and processes in alignment with gap assessment and consolidation of security services. Review and monitor security invoicing against call outs. 	<p><i>Building Security</i></p> <ul style="list-style-type: none"> Gap assessment and consolidation of services undertaken. Systems and processes for managing security related activity is developed and implemented. Staff are well informed of the processes to request support relating to security services.
	<p><i>Building & Facilities Compliance</i></p> <ul style="list-style-type: none"> Co-ordinate and report on external building condition assessments ensuring recommendations are actioned or programmed. Review, document and implement building and facility maintenance processes, policies and standards as required to ensure LMW is meeting legislative, regulatory, and statutory obligations. 	<p><i>Building & Facilities Compliance</i></p> <ul style="list-style-type: none"> Contract works comply with the Essential Safety Measures and building regulation codes. Contractors are engaged under Contractor Management Procedures including contractor performance. Effective evaluation and updating of building related maintenance artefacts such as guidelines, training packages, policies, procedures, and programs.

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<p>Efficiency</p>	<p><i>Commercial & Community Lease Agreements</i></p> <ul style="list-style-type: none"> • Liaise with property management agents, tenants, community groups, and commercial businesses regarding maintenance requirements relating to all lease agreements, aerals and lease renewals. 	<p><i>Commercial & Community Lease Agreements</i></p> <ul style="list-style-type: none"> • In conjunction with the Legal Officer, LMW properties leased to tenants and commercial ariel agreements are compliant with lease terms and conditions.
	<p><i>Corporate</i></p> <ul style="list-style-type: none"> • Support ongoing management of a current risk register for LMW buildings and facilities, including periodic reporting on progress against identified risks. • Develop and implement effective policies and procedures to maximise the effectiveness of the building maintenance. • Buildings are proactively maintained and to reduce the risk of workplace incidents is increased. 	<p><i>Corporate</i></p> <ul style="list-style-type: none"> • Undertake criticality and risk assessments and ensure that the risks for building assets are recorded, updated, and maintained in an asset risk register. • Procurement processes are delivered to agreed organisational standards. • Options and recommendations for problem resolution and system improvement are analysed and recommendations are presented through the Executive Team.
<p>Capital</p>	<ul style="list-style-type: none"> • In conjunction with key stakeholders, develop capital and minor works program for LMW buildings through condition assessments and maintenance history. • Monitor repairs and maintenance expenses budgets and report significant unplanned maintenance expenditure items to the Team Leader Corporate Services. • Monitor central budgets for building maintenance. • Manage corporate central capital project budgets allocated in accordance with delegated authority. • Monitor and analyse maintenance history of buildings to identify assets requiring significant capital works. 	<ul style="list-style-type: none"> • High level business case and advice is provided on capital investment to inform timely decision making. • Regular review of unutilised assets and recommendations regarding disposal or maintenance are correctly communicated to relevant stakeholders • Capital and operating expenditure reporting systems are managed to ensure high quality information is available to management and Board to inform timely decision making. • Accurate and regular reporting to stakeholders on contract values, expenditure, variations, dates, and commitments.

Flea



**LOWER MURRAY
WATER**

LEVEL OF AUTHORITY

Delegation category G, as specified in the current Instrument of Delegation.

NUMBER OF REPORTS

Indirect:
Procurement Officer
Fleet and Contracts Officer

SKILLS AND BACKGROUND REQUIREMENTS

Formal qualifications

- Desirable - Project Management or Asset and Facilities Management

Leadership:

- Demonstrated experience and detailed practical knowledge in management of buildings and facilities maintenance.
- Demonstrated ability to determine priorities and achieve set tasks within predetermined deadlines.
- Previous demonstrated experience leading an outcomes focused team in a medium to large organisations
- Ability to develop and implement new systems and facilitate change

Customer:

- Proven background in the development and implementation of new systems and processes
- An ability to build strong working relationships with internal and external stakeholders in a collaborative and professional manner
- A high level of written, oral communication and negotiation skills, and the ability to manage and work as part of a team.
- The ability to think creatively and to recommend solutions that are user friendly to stakeholders and meet the expectations of customers

Safety:

- The ability to interpret legislation requirements and provide guidance that will allow for effective implementation of activities

Efficiency:

- Background in development of strategic plans that will lead to organisational efficiency
- Strong computer skills and ability to work with a variety of processes / systems.

Capital:

- A demonstrated understanding of capital works systems and managing projects and contracts

Compliance Requirements:

- Driver’s license or the ability to travel to other locations
Compliance with a criminal background checks where required

SIGNATURES: We certify that the content of this position description is accurate:

Position holder:

Date: / /

Signature:

General Manager:

Date: / /

Signature:



HR Representative:

Date: / /

Signature: