

# Role Description

## Manager Facilities

Cluster	Stronger Communities
Agency	Legal Aid NSW
Division/Branch/Unit	Facilities
Location	Central Sydney
Classification/Grade/Band	Clerk Grade 11/12
ANZSCO Code	531111
PCAT Code	1322492
Date of Approval	February 2019
Agency Website	<a href="http://www.legalaid.nsw.gov.au">www.legalaid.nsw.gov.au</a>

### Agency overview

Legal Aid NSW is the largest legal aid agency in Australia, comprising a Central Sydney office and 26 regional offices in metropolitan and regional centres across NSW and a number of specialist services and advice clinics. It was established under the Legal Aid Commission Act 1979 as an independent authority to assist economically and socially disadvantaged people to understand and protect their rights in the legal system. People with disabilities, from people from culturally and linguistically diverse backgrounds, women and children, Indigenous people and people with mental illness are some of the groups who may experience difficulties when enforcing and defending their rights.

Working in partnership with private lawyers, Legal Aid NSW provides legal advice, information and minor assistance and legal representation to eligible people in many areas of law. Legal Aid NSW also provides alternative dispute resolution services, community legal education programs, and publications on legal issues

### Primary purpose of the role

The Facilities Manager provides strategic leadership, coordination and management of the LANSW facilities including its property portfolio, capital works and fitout projects across Sydney Central, Metropolitan and regional NSW

### Key accountabilities

- Lead the LANSW property portfolio including forward planning, leasing and other contractual negotiations and ensure that property maintenance expenditure and budgets are executed with due consideration of cost, risk, business continuity, in line with Legal Aid strategic plan and within the budget, including reporting of key issues and solutions to the Executive team
- Deliver improved customer outcomes through a strong client relationship management focus based on effective customer management.
- Work closely with Property NSW, the Executive, and senior practice and office managers, to identify, forecast, prioritise and deliver accommodation and other relevant requirements
- Lead the management of accommodation projects, repairs, fitouts and other facilities related activities
- Build and maintain effective working relationships with key internal stakeholders including the Executive, SICs, senior practice and office managers, across Legal Aid to ensure optimisation of property occupancy and asset utilisation pursuant to building and statutory standards

- Work with the LANSW Executive to develop and then deliver on a long term strategic approach to the accommodation needs of LANSW including office and outreach locations consistent with the LANSW Client Service Strategy
- Work with the Senior Consultant WHS Risk Management to ensure that any security incident is reported, investigated and effectively managed; and that after hours security support is provided at head office and in the regional offices and ensure timely responses to requests for repairs and other facilities requests

## Key challenges

- Ensure current and future accommodation needs are met whilst effectively planning in line with strategic direction and organisational goals
- Management of complex and sensitive issues and numerous stakeholders, with the provision of considered strategic commercial advice to internal and external stakeholders, providing a balance of risk mitigation and commercially prudent accommodation strategies whilst following government directives around procurement, probity, policy and procedure.
- Maintain up-to-date knowledge and skills in such diverse areas as facility management, security, and environment management to deliver best in class property management services whilst working in a fast pace environment.

## Key relationships

Who	Why
<b>Internal</b>	
Deputy CEO	Direction and Guidance
Executive & managers	Provide professional advice to the Executive and line management on facilities management, security and environment management initiatives
Facilities team	Provide leadership and guidance Encourage team members to work collaboratively to achieve best practice business outcome
<b>External</b>	
Client/Customer	Develop and manage excellent stakeholder relationships with other agencies and clusters to enhance working relationships and facilitate accurate and timely information gathering allowing Legal Aid to deliver excellent customer service Manage client-focused approach to service delivery Provide expert advice to achieve optimal results for the agency, in line with strategic plan
Various State Agencies	Maintain a comprehensive understanding of central agency and legislative requirements and maintain collaborative relationships
Vendors/Service providers	Manage external service providers in accordance with organisational strategy and service level agreements in delivery facilities and to ensure mitigation of financial, operational and reputational risk. Contribute to client-focused approach to service delivery

Who	Why
Building Managers	Maintain collaborative relationships

## Role dimensions

### Decision making

The role will make recommendations, including property portfolio, capital works and fitout projects across organisation for sign off by the Executive. Category 5 of the Legal Aid NSW Delegations Manual

### Reporting line

Deputy CEO

### Direct reports

Facilities Officer, Major Projects

Facilities Team leader

### Budget/Expenditure

### Essential requirements



Tertiary qualifications in a property related discipline and/or equivalent knowledge, skills and experience.

## Capabilities for the role




The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at [www.psc.nsw.gov.au/capabilityframework](http://www.psc.nsw.gov.au/capabilityframework)

### Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework		
Capability Group	Capability Name	Level
 Personal Attributes	<b>Display Resilience and Courage</b>	<b>Adept</b>
	<b>Act with Integrity</b>	<b>Adept</b>
	Manage Self	Adept
	Value Diversity	Intermediate
 Relationships	<b>Communicate Effectively</b>	<b>Advanced</b>
	<b>Commit to Customer Service</b>	<b>Adept</b>
	Work Collaboratively	Adept
	Influence and Negotiate	Adept

## NSW Public Sector Capability Framework

Capability Group	Capability Name	Level
	<b>Deliver Results</b>	<b>Advanced</b>
	Plan and Prioritise	Adept
	Think and Solve Problems	Advanced
	Demonstrate Accountability	Adept
	Finance	Intermediate
	Technology	Intermediate
	<b>Procurement and Contract Management</b>	<b>Advanced</b>
	Project Management	Advanced
	<b>Manage and Develop People</b>	<b>Advanced</b>
	Inspire Direction and Purpose	Adept
	Optimise Business Outcomes	Adept
	Manage Reform and Change	Adept

### Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
<b>Personal Attributes</b> Display Resilience and Courage	Adept	Be flexible, show initiative and respond quickly when situations change Give frank and honest feedback/advice Listen when ideas are challenged, seek to understand the nature of the criticism and respond constructively Raise and work through challenging issues and seek alternatives Keep control of own emotions and stay calm under pressure and in challenging situations
Act with Integrity	Adept	Represent the organisation in an honest, ethical and professional way and encourage others to do so Demonstrate professionalism to support a culture of integrity within the team/unit Set an example for others to follow and identify and explain ethical issues Ensure that others understand the legislation and policy framework within which they operate Act to prevent and report misconduct, illegal and inappropriate behaviour
<b>Relationships</b> Communicate Effectively	Adept	Tailor communication to the audience Clearly explain complex concepts and arguments to individuals and groups Monitor own and others' non-verbal cues and adapt where necessary Create opportunities for others to be heard Actively listen to others and clarify own understanding

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
<b>Commit to Customer Service</b>	Adept	Write fluently in a range of styles and formats
		<p>Take responsibility for delivering high quality customer-focused services</p> <p>Understand customer perspectives and ensure responsiveness to their needs</p> <p>Identify customer service needs and implement solutions</p> <p>Find opportunities to co-operate with internal and external parties to improve outcomes for customers</p> <p>Maintain relationships with key customers in area of expertise</p> <p>Connect and collaborate with relevant stakeholders within the community</p>
<b>Results</b> Deliver Results	Adept	<p>Take responsibility for delivering on intended outcomes</p> <p>Make sure team/unit staff understand expected goals and acknowledge success</p> <p>Identify resource needs and ensure goals are achieved within budget and deadlines</p> <p>Identify changed priorities and ensure allocation of resources meets new business needs</p> <p>Ensure financial implications of changed priorities are explicit and budgeted for</p> <p>Use own expertise and seek others' expertise to achieve work outcomes</p>
<b>Business Enablers</b> Procurement	Intermediate	<p>Understand and comply with legal, policy and organisational guidelines and procedures in relation to procurement and contract management</p> <p>Conduct delegated purchasing activities, complying with prescribed guidelines and procedures</p> <p>Work with providers, suppliers and contractors to ensure that outcomes are delivered in line with time and quality requirements</p>
<b>People Management</b> Manage and Develop People	Intermediate	<p>Ensure that roles and responsibilities are clearly communicated</p> <p>Collaborate on the establishment of clear performance standards and deadlines in line with established performance development frameworks</p> <p>Develop team capability and recognise and develop potential in people</p> <p>Be constructive and build on strengths when giving feedback</p> <p>Identify and act on opportunities to provide coaching and mentoring</p> <p>Recognise performance issues that need to be addressed and work towards resolution of issues</p>