northern beaches council

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Position Description

Manager Facilities Management & Services

Division	**Transport and Assets**
Business Unit	**Property**
Grade	**TRP M**
Job Code	**JC00493**

Council Overview

The Northern Beaches is truly unique. Our area stretches from Palm Beach in the north to Manly in the south and boasts 24 ocean beaches, over 80kms of coastline, 4 coastal lagoons, clean waterways, and beautiful wildlife. We recognise the traditional owners of our area and their continuing connection to waters and land, and we thank them for their protection of our coastline and its ecosystems.

We are home to nearly 270,000 residents and their vision for the Northern Beaches Council is a safe, diverse, inclusive, and connected community that lives in balance with our environment. We are committed to working with the community and other stakeholders in making this a reality.

As one of the largest employers on the Northern Beaches we are focused on building an engaged and productive workforce that partners with our community to protect, improve and create our future. The breadth of our service delivery is significant.

We are a modern, multi-award-winning council that strives for excellence in all we do including the provision of the highest levels of customer service. We are also the proud winner of the 2022 AR Bluett Award for the most progressive metropolitan council in NSW.

Northern Beaches Council is committed to safeguarding children and young people. Council acknowledges that protecting the safety of children and young people is a whole community responsibility and is everyone's business.

Council Values

Our Council Vision is 'Delivering the highest quality service, valued and trusted by our community'.

Our Values of **Trust, Respect, Integrity, Teamwork, Service and Leadership** provide the foundation for delivering the Vision and drives everything we do and the decisions we make.

Division
Transport and Assets

The Transport and Assets Division is responsible for a range of functions which support the whole of Council to deliver high quality services to our Northern Beaches bush land, rural and coastal community. The Division comprises these business units - Transport and Civil Infrastructure, Property, Buildings and Beach Services, Asset Strategy and Planning and Capital Works.

Business Unit Property

The Property, Buildings and Beach Services Business Unit oversees the comprehensive management of Northern Beaches Council's extensive portfolio property, comprising over 540 buildings, as well as the delivery of lifeguarding and beach safety services for Council's beautiful coastline. The properties encompass a diverse range of facilities, including community centres, administration buildings, restaurants and cafes, childcare centres, libraries, sports facilities, cemeteries, and public toilets. The delivery of services under this business unit include:

- Building Assets
- Facilities Management
- Property Management & Commercial
- Beach Services

Primary Purpose of the Position

The primary purpose of this position is to lead the delivery of facilities management services across Council's diverse property portfolio, ensuring buildings and associated services remain safe, compliant, functional and fit for purpose. Reporting to the Executive Manager, Property, Buildings & Beach Services, the role provides strategic leadership to the Facilities Management & Services team, overseeing maintenance operations, building compliance, contractor performance, accommodation management, catering and support services across a portfolio that includes community centres, administration buildings, libraries, childcare centres, sporting facilities, surf clubs and public amenities. The position is responsible for driving high-quality customer service, continuous improvement and value-for-money outcomes through the effective management of people, contracts, budgets and service delivery programs, while working collaboratively across Council and with external stakeholders to support organisational and community needs.

Key Accountabilities

- Lead the Facilities Management & Services team, fostering a positive, high-performing culture that supports customer-focused service delivery, accountability and continuous improvement across all functions.
- Oversee the development and delivery of planned, preventative and reactive maintenance programs for Council's buildings, facilities, plant and equipment, ensuring assets remain safe, compliant, functional and fit for purpose.
- Oversee building compliance, fire safety, statutory maintenance, building security and access control arrangements, ensuring Council's facilities remain safe, secure and compliant with legislative requirements.
- Coordinate the development, implementation and monitoring of operational budgets, ensuring resources are effectively allocated and service delivery objectives are achieved within approved financial parameters.
- Lead the procurement and management of facilities management, maintenance and support service contracts, ensuring contractors deliver high-quality, compliant and cost-effective outcomes.
- Develop and monitor maintenance service standards and drive improvements in facilities management systems, processes and service delivery models to enhance customer experience, operational efficiency and value for money.

- Provide expert advice and support to internal and external stakeholders on facilities management, maintenance, compliance and accommodation matters, ensuring informed decision-making and effective issue resolution.
- Take part in regular building inspections and condition assessments, identifying maintenance priorities and renewal requirements, and working collaboratively with the Building Assets and Asset Strategy teams to inform asset management planning and capital works programs.
- Oversee the planning and delivery of accommodation, workplace support, catering and associated corporate services, ensuring facilities effectively support organisational operations and customer needs.
- Develop, review and implement business plans, policies and operational procedures, ensuring compliance with legislative requirements, organisational priorities and industry best practice.
- Monitor and report on service performance, customer outcomes, compliance obligations and key operational metrics, ensuring risks and opportunities are identified and addressed proactively.

Key Challenges

- Balancing customer expectations, operational priorities and available resources while delivering responsive facilities management services across a large and diverse portfolio of community, commercial and operational buildings.
- Leading a multidisciplinary workforce and contractor network to deliver consistent, high-quality maintenance, compliance and support services across geographically dispersed assets.
- Maintaining compliance with evolving legislative, building safety and fire safety requirements while minimising service disruptions and operational risks.
- Driving continuous improvement, innovation and cost efficiencies across facilities management services while maintaining service standards and customer satisfaction outcomes.
- Building and sustaining a high-performing team culture that reflects Council's values and supports accountability, collaboration and service excellence.

Key Internal Relationships

Who	Why
Executive Manager Property	• Provides strategic direction and instruction on projects, • Escalate issues, and for matters pertaining to ongoing performance.
Team members	• Provide strategic direction, instruction and expert advice on assigned projects and tasks as required. • Guidance, consultation, and team building. • Identify emerging issues and risks including potential implications and solutions. • Performance and day to day staff management.

Who	Why
Property Managers	• Work collaboratively to ensure the effective performance of the division and organisation.
Asset Managers & Strategic Asset Manager	• Consultation and advice pertaining to resilience and sustainability matters affecting Council's assets • Collaboration with other asset owners to ensure effective and coordinated management of assets. • Guidance and collaboration with the Strategic Asset Manager to ensure best practice asset management.
Other Teams and Divisions within Council	• Capital Project to provide maintenance advise regarding designs for major projects that they are delivering. • Building Assets Team to assist with building renewal, major maintenance and scheduled maintenance. • Property Commercial to ensure appropriate tenure arrangements are in place and community relationships are well managed with clear guidance on what is the tenants responsibility for maintenance compared to the lessor. • Procurement to ensure compliance with legislation and regulations regarding awarding of contracts. • Finance and systems in the management of the capital budget and coordination of asset capitalisations and valuations. • Other teams and departments within Council as required to ensure optimisation of Council owned assets. • Develop and maintain effective working relationships and open channels of communication.

Key External Relationships

Who	Why
Stakeholders and community groups	• Manage expectations. • Provide information and written and verbal responses to enquiries.
Contractors / Consultants	• Procure services such as trades (builders, plumbers, electricians, painters etc.), cleaning and security services, structural engineers etc • Provision of contract management. • Ensure contractor compliance with relevant Council policies and procedures.

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Key Role Dimensions

Decision Making

This role operates autonomously to manage their day-to-day activities in line with priorities agreed with the Executive Manager, Property Buildings & Beach Services and in line with Council delegations.

Reports to

- Executive Manager, Property

Direct Reports

- There are 6-10 positions reporting directly to this role.

Indirect Reports

- There are 20-30 positions reporting indirectly to this role.

Budget

- Expenditure in accordance with Council's delegations.
- Responsibility for management of Operational budgets of approximately $15 million per annum subject to yearly review**.**

Essential Criteria

- Tertiary qualifications in Facilities Management, Property, Building, Engineering, Asset Management, Business Management or a related discipline, and extensive relevant industry experience.
- Proven leadership experience with a demonstrated ability to lead, coach and develop high-performing teams while fostering a positive workplace culture and strong customer focus.
- Demonstrated experience leading facilities management, building operations, maintenance and compliance services across a diverse property portfolio.
- Demonstrated experience managing significant operational and capital budgets, including financial reporting, forecasting and business planning.
- Demonstrated experience managing building compliance, statutory obligations, procurement, contracts, contractors and operational risk across a diverse property and facilities portfolio.
- High-level ability to develop strategic policies, plans and programs that support efficient, transparent and customer-focused service delivery.
- Demonstrated ability to develop and maintain productive relationships with internal and external stakeholders.
- Current Class C Driver Licence.

Key Capabilities

The Local Government Capability Framework describes the core knowledge, skills and abilities expressed as behaviours, which set out clear expectations about performance in local government: “how we do things around here.”

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

Local Government Capability Framework			
Capability Group	**Capability Name**	**Level**	**Focus Capabilities**
 **Personal Attributes**	Manage Self	Advanced	**Demonstrate Accountability**
	Display Resilience and Adaptability	Advanced	
	Act with Integrity	Adept	
	Demonstrate Accountability	Adept	
 **Relationships**	Communicate and Engage	Adept	**Community and Customer Focus**
	Community and Customer Focus	Adept	
	Work Collaboratively	Adept	
	Influence and Negotiate	Intermediate	
 **Results**	Plan and Prioritise	Adept	**Deliver Results**
	Think and Solve Problems	Adept	
	Create and Innovate	Intermediate	
	Deliver Results	Adept	
 **Resources**	Finance	Intermediate	**Technology and Information & Procurement and Contracts**
	Assets and Tools	Intermediate	
	Technology and Information	Adept	
	Procurements and Contracts	Intermediate	
 **Workforce Leadership**	Manage and Develop People	Adept	**Manage and Develop People**
	Inspire Direction and Purpose	Adept	
	Optimise Workforce Contribution	Adept	
	Lead and Manage Change	Adept	

Focus capabilities

The focus capabilities for the position are those judged to be most important at the time of recruiting to the position. That is, the ones that must be met at least at satisfactory level for a candidate to be suitable for appointment.

Local Government Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
Personal Attributes **Demonstrate Accountability**	Adept	Is prepared to make decisions within own level of authority Takes an active role in managing issues in the team Coaches team members to take responsibility and follow through Is committed to safe work practices and manages work health and safety risks Identifies and manages other risks in the workplace
Relationships **Community and Customer Focus**	Adept	Demonstrates a sound understanding of the interests and needs of customers and the community Takes responsibility for delivering quality customer-focused services Listens to customer and community needs and ensures responsiveness Builds relationships with customers and identifies improvements to services Finds opportunities to work with internal and external stakeholders to implement improvements to customer services
Results **Deliver Results**	Adept	Takes responsibility for the quality and timeliness of the team's work products Ensures team understands goals and expectations Shares the broader context for projects and tasks with the team Identifies resource needs, including team, budget, information and tools Allocates responsibilities and resources appropriately Gives team members appropriate flexibility to decide how to get the job done

Local Government Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
Resources		
Technology and Information	Adept	Selects appropriate technologies for projects and tasks Identifies ways to leverage the value of technology to achieve outcomes Ensures team understands their obligations to use technology appropriately Ensures team understands obligations to comply with records, information and knowledge management requirements
Procurement and Contracts	Intermediate	Helps others understand and comply with basic ordering, receipting and payment processes Contributes to the identification of business requirements, deliverables and expectations of suppliers Provides objective input to evaluation processes for proposals and tenders Works with suppliers and contractors to ensure that goods and services meet time and quality requirements
Workforce Leadership		
Manage and Develop People	Adept	Seeks to understand the individual strengths, weaknesses, goals and concerns of team members Defines and communicates roles and responsibilities and sets clear performance standards and goals Coaches team members to help improve performance and development Regularly discusses performance with team members and provides accurate, constructive reviews Identifies suitable learning opportunities, including stretch assignments, based on individual needs, interests and goals Addresses team and individual performance issues, including unsatisfactory performance, in a timely and effective way