

Role Description

Facility Compliance Officer

Role Description Fields	Details
Cluster	Transport
Department/Agency	Transport for NSW
Division/Branch/Unit	Corporate Services/Transport Shared Services
Role number	Various
Classification/Grade/Band	Grade 6
Senior executive work level standards	Not Applicable
ANZSCO Code	441211
PCAT Code	11114592
Date of Approval	09 May 2023
Agency Website	transport.nsw.gov.au

Agency overview

At Transport, we're passionate about making NSW a better place to live, work and visit. Our vision is to give everyone the freedom to choose how and when they get around, no matter where they live. Right now, we're delivering the largest infrastructure program that Australia has ever seen - to keep people and goods moving, connect communities and shape the future of our cities, centres and regions. At Transport, we're also committed to creating a diverse, inclusive and flexible workforce, which reflects the community and the customers we serve.

Our organisation – Transport for NSW – is comprised of numerous integrated divisions that focus on achieving community outcomes for the greater good and on putting our customers at the centre and our people at the heart of everything we do.

Primary purpose of the role

The role is responsible for contributing to a facility experience that is safe, fit for purpose, encourages utilisation and meets community standards across both Sydney Metropolitan and Regional and Outer Metropolitan.

The Facility Compliance officer is responsible for delivering a range of requirements for the provision of operational facility compliance across the nominated portfolio, including project management reporting and governance. The role will partner and support both the Asset and Workplace Services and Health Safety (Enabling) Team, to efficiently deliver transitional operational improvements and application of contractor management policies and procedures. As part of a key enablement function, our focus is to deliver safety, compliance, capacity, scalability and a seamless service for Transport Shared Services (TSS) and customers.

Key accountabilities

- Build strong relationships with outsourced service providers, integrating their staff into the AWS Facility Compliance team, in order to coordinate transitional operational improvements across a nominated portfolio.
- Support and coordinate the state-wide day-to-day facility compliance requirements including, but not limited to: application of contractor management policies and procedures, WH&S improvement plan, supporting outsourced service providers management of policies and procedures, act as a point of contact for the Health & Safety (Enabling) team for hazard identification and incident investigation, pre-project SWMS and WHSMP review, subcontractor license management. Travel to Sydney Metropolitan and Regional and Outer Metropolitan sites is a requirement.
- Support and coordinate the state-wide day-to-day facility compliance requirements for the development, implementation and on going management of: Height Access, Authority To Commence Work Procedure, Access Management Plans; this includes supporting and coordinating future facility management services transitions.
- Partner with the Health & Safety (Enabling) team to facilitate training and implementation of safety policies and requirements per the Work Health and Safety Act, Work Health and Safety Regulation, Heavy Vehicle National Law, relevant Work Health and Safety Legislation and Codes of Practice.
- Translate dynamic operational requirements into policies, procedures, instructions and processes, to ensure that effective and efficient Facility Compliance services are provided and prepare change requests in instances where services provided are a variation to the contract.
- Support the preparation of communication plans for project rollouts, service updates and changes, including preparation of relevant knowledge base content and site community communications across the Transport cluster.
- Work positively as a member of a multidisciplinary team, contributing to the achievement of Branch business outcomes.
- Role model, promote and actively demonstrate the five ways of leading behaviours to deliver organisational outcomes for our customers, our people and communities for the greater good.

Key challenges

- Analysing complex issues and where appropriate exercise sound knowledge of precedent to make a judgement call on how to deal with issues.
- Being alert to emerging issues and client concerns and acting quickly to resolve, mediate or de-escalate those concerns and issues across diverse portfolio of sites.

Key relationships

Internal

Who	Why
Reporting Line Manager	<ul style="list-style-type: none">• Escalate issues, keep informed, advise, and receive instructions.• Seek advice on more challenging issues.• Provide regular updates on key projects, issues, and priorities.
Branch Leadership Team	<ul style="list-style-type: none">• Work collegiately, build collaborative working relationships to ensure optimisation of project milestones and successful outcomes

Work team	<ul style="list-style-type: none"> • Work collaboratively with the facility management, asset management and Workplace Services teams, to deliver a holistic high-quality facility management and workplace experience service. • Provide data, information, and advice to support the development of the Portfolio Strategy and Strategic Asset Management plan. • Exchange information, work collaboratively and resolve issues • Manage individual workload and assist team members as required • Share knowledge and information to improve the quality of the service and build the team's overall capability.
Contracts Management team	<ul style="list-style-type: none"> • Work collaboratively to deliver high-quality contract and service delivery outcomes. • Establish and maintain effective communication, sharing of information, providing advice, and resolve issues collaboratively
Transport cluster	<ul style="list-style-type: none"> • Deliver services

External

Who	Why
External Stakeholders/Customers	<ul style="list-style-type: none"> • Engage with relevant stakeholders/customers to open channels of communication, provide expert advice, gather and exchange relevant information • Resolve and provide solutions to issues • Build partnering relationships to ensure the effective delivery of workplace services. • Monitor service provider performance against service level agreements (SLAs) and business requirements
Other Federal, State and Local Government Agencies	<ul style="list-style-type: none"> • Build effective relationships and share information • Collaborate on common responses to project issues

Role dimensions

Decision making

The role operates with autonomy, demonstrating a complete understanding of facility compliance services meets customer expectations, through resolving day to day and longer-term issues, and managing escalated requests, in close collaboration with the Health Safety (Enabling) team, outsourced service providers and the Senior Facility Compliance Manager.

Decisions on complex issues or those with political ramifications are referred to a higher level of authority.

Reporting line

The role accounts and reports to the relevant reporting line manager

Direct reports

The role has no direct reports.

Budget/Expenditure

As per the approved TfNSW Financial Delegations.

Key knowledge and experience

- Demonstrated problem solving, research and data analytical skills and capacity to present information and data logically and coherently.
- Knowledge and understanding of relevant Work Health and Safety Legislation and Codes of Practice.

Essential requirements

- Demonstrated experience in delivering Facility Management compliance across large and complex Commercial and/or Industrial property portfolios.

Capabilities for the role

The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.


The capabilities are separated into focus capabilities and complementary capabilities

Focus capabilities

Focus capabilities are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

Focus capabilities

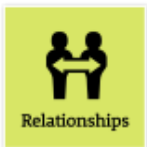
Capability group/sets	Capability name	Behavioural indicators	Level
	Display Resilience and Courage Be open and honest, prepared to express your views, and willing to accept and commit to change	<ul style="list-style-type: none">• Be flexible, show initiative and respond quickly when situations change• Give frank and honest feedback and advice• Listen when ideas are challenged, seek to understand the nature of the comment and respond appropriately• Raise and work through challenging issues and seek alternatives• Remain composed and calm under pressure and in challenging situations	Adept



Manage Self

Show drive and motivation, an ability to self-reflect and a commitment to learning

- Keep up to date with relevant contemporary knowledge and practices
 - Look for and take advantage of opportunities to learn new skills and develop strengths
 - Show commitment to achieving challenging goals
 - Examine and reflect on own performance
 - Seek and respond positively to constructive feedback and guidance
 - Demonstrate and maintain a high level of personal motivation
- Adept



Communicate Effectively

Communicate clearly, actively listen to others, and respond with understanding and respect

- Tailor communication to diverse audiences
 - Clearly explain complex concepts and arguments to individuals and groups
 - Create opportunities for others to be heard, listen attentively and encourage them to express their views
 - Share information across teams and units to enable informed decision making
 - Write fluently in plain English and in a range of styles and formats
 - Use contemporary communication channels to share information, engage and interact with diverse audiences
- Adept



Deliver Results

Achieve results through the efficient use of resources and a commitment to quality outcomes

- Seek and apply specialist advice when required
 - Complete work tasks within set budgets, timeframes and standards
 - Take the initiative to progress and deliver own work and that of the team or unit
 - Contribute to allocating responsibilities and resources to ensure the team or unit achieves goals
 - Identify any barriers to achieving results and resolve these where possible
 - Proactively change or adjust plans when needed
- Intermediate
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Plan and Prioritise

Plan to achieve priority outcomes and respond flexibly to changing circumstances

- Understand the team and unit objectives and align operational activities accordingly
- Initiate and develop team goals and plans, and use feedback to inform future planning
- Respond proactively to changing circumstances and adjust plans and schedules when necessary
- Consider the implications of immediate and longer-term organisational issues and how these might affect the achievement of team and unit goals
- Accommodate and respond with initiative to changing priorities and operating environments

Intermediate



Project Management

Understand and apply effective planning, coordination and control methods

- Understand all components of the project management process, including the need to consider change management to realise business benefits
- Prepare clear project proposals and accurate estimates of required costs and resources
- Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements
- Identify and evaluate risks associated with the project and develop mitigation strategies
- Identify and consult stakeholders to inform the project strategy
- Communicate the project's objectives and its expected benefits
- Monitor the completion of project milestones against goals and take necessary action
- Evaluate progress and identify improvements to inform future projects

Adept

Complementary capabilities

Complementary capabilities are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as 'not essential' for this role are not relevant for recruitment purposes however may be relevant for future career development.

Capability group/sets	Capability name	Description	Level
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	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Intermediate
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Intermediate
	Work Collaboratively	Collaborate with others and value their contribution	Intermediate
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Intermediate
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Intermediate
	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Foundational
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational