



OPERATIONAL SERVICES MANAGER

1. ROLE PURPOSE

The Operational Services Manager is responsible for the strategic planning and operational management of all Knox Grammar infrastructure and related services including; property management, facilities operations, major projects and developments, sustainability, landscape, cleaning, security and transport.

2. REPORTING STRUCTURE

The Operational Services Manager reports to the Chief Financial Officer.

Direct reports:

To be confirmed on appointment with the successful applicant

3. ROLE RESPONSIBILITIES

- Preparation of budget, risk, resource and safety plans including execution and responsible parties for the delivery of integrated maintenance and operations services across the School.
- Oversight and management of the planning, strategy and implementation of the maintenance and operations, grounds and security services programs.
- Monthly preparation of maintenance and operational reports.
- Management of the Operations Services Team to ensure successful integration, co-ordination and delivery of services with wider programmes and initiatives across the Knox Grammar community.
- Management and oversight of the prioritization, planning and securing of resources for reactive, preventative and life-cycle asset maintenance plans.
- Preparation and application of sustainable development strategies to all maintenance and operations activities and services.

- Undertake annual reviews to ensure the delivery of services are compliant with the Australian Building Codes and Standards, Occupational Health and Safety and Equal Opportunity legislation, contract management, policies and procedures and compliance with the Knox Grammar strategy and plans.
- Consultation and collaboration with key internal and external stakeholder groups including industry, regulatory bodies, government agencies in relation to maintenance and operations activities to ensure adherence to all legislative requirements.
- Undertake the financial management and administration for all operations services in compliance with Knox Grammar's finance policies, procedures, reporting and administration requirements.
- Ensure service delivery is effectively managed and client focused throughout the School.
- Other duties as directed.

4. DETAILED ACCOUNTABILITY

Cost Management

- Preparation of the Operation Services Budget (Capital & Operational) in line with the Knox Grammar School Budgetary annual processes and timelines.
- Responsible for the management and delivery of all approved capital projects and operational services within approved budget parameters.
- Responsible for the operational services elements of all procurement activities (acquisition of goods and services) and the subsequent monitoring of existing and new contracts to ensure accountability, transparency and continuous improvement.

Legal Statutory Compliance

- Consultation and collaboration with key internal and external stakeholder groups including industry, regulatory bodies, government agencies in relation to maintenance and operations activities to ensure adherence to all legislative requirements.
- Responsible for Chairing the WH&S Committee.

- Responsible for ensuring the School is compliant in all aspects of WH&S and that all documentation is regularly updated (emergency training, workplace facilities, first aid, incident reporting, work health and safety management in the workplace and health and safety procedures and policies).
- Responsible for the documentation and dissemination of Business Continuity Planning, Policy and Procedures (risks and impacts, key resources, core processes and testing). Responsibility includes testing preparedness (drills where required) and regularly reviewing and **recalibrating where necessary and or required**.
- Responsible for ensuring contractors and any other third party suppliers are inducted to site with appropriate licensing and insurances in place prior to work being undertaken.
- Management and oversight of all contractors and consultants onsite.

Maintenance & Project Delivery

- Responsible for the management and delivery of all approved capital projects and operational services.
- Provide project management expertise and oversight to ensure the Operation Services Team follow correct project management procedures across all programs of work.
- Development and implementation of annual maintenance programs, ensuring alignment to annual budget provisions.
- Development and management of the prioritization and planning for reactive, preventative and life-cycle asset maintenance plans.
- Responsible for undertaking (& documenting) bi-annual audits of all school assets and operational staff services, to identify opportunities for improvement in asset management practices and methodologies.
- Space planning and management, including the management of new fit-outs and or refurbishments (including defect management on completed works).
- Responsible for communications to all stakeholders (facilities team, impacted staff and management) on programs, project's and any other assigned tasks in relation to status, progress and issues.
- Development and implementation of templates that appropriately document the lifecycle of works undertaken across the school (scope of works, job watch requests, improvement requests & any other documentation and inputs that may be necessary) including all relevant internal and external approvals where required.

Maintenance & Site Staff Management

- Management of the Operations Services Team to ensure successful integration, co-ordination and delivery of services with wider programmes and initiatives across the Knox Grammar community.
- Management of all staff lifecycle activities for the Operations Services Team including; recruitment, performance management, training (mandatory & other), leave and separation.

5. SKILLS, ABILITIES, ATTRIBUTES & QUALIFICATIONS

- Tertiary qualifications in a relevant discipline (engineering, construction, facilities, maintenance and operations management) or extensive equivalent experience.
- Substantial experience in the management of infrastructure (building & maintenance) operational services in a large and complex environment.
- Demonstrated knowledge and application of legislative and regulatory requirements in the areas of Australian Building Codes and Standards, Occupational Safety & Health, Equal Opportunity, and the principles of universal access, and how these impact on design and heritage of the facilities, sustainability, service delivery, employment and people management.
- Experience in establishing and managing service contracts and performance management processes for maintenance and operations portfolios.
- Excellent written and verbal communication skills including the ability to prepare written reports and make verbal presentations.
- Excellent planning and organizational skills.
- Proven ability to consult and negotiate with multiple stakeholders in complex environments to achieve outcomes.

6. LENGTH OF TENURE AND APPRAISAL

The Operations Services Manager is appointed on a full-time, permanent basis and will undergo Performance appraisals annually, with a probation period of 6 months.

7. REMUNERATION

The Operations Services Manager role remuneration will include;

- Salary commensurate with experience and qualifications, and in accordance with Senior Staff Guidelines. The Salary is reviewed annually in accordance with Support Administration staff Multi Enterprise Agreement.
- Superannuation Guarantee at the current legislative rate will be paid by the School in addition to the nominated salary.

8. COMPLIANCE REQUIREMENTS

Workplace Health and Safety

All supervising staff are required to undertake effective measures to ensure compliance with the Occupational Safety and Health Act 1984 and related Knox Grammar School requirements.

All staff must comply with the requirements of the Occupational Safety and Health Act and all reasonable directives given in relation to health and safety at work, to ensure compliance with Knox Grammar School and legislative health and safety requirements.

Please note: All staff are subject to mandatory screening procedures in line with Child Protection Legislation