



BUILDING OPERATIONS OFFICER POSITION DESCRIPTION

Department:	Infrastructure & Major Projects
Unit:	Assets & Projects
Section:	-
Reports To:	Building Assets Manager
Direct Reports:	Nil
Classification:	South Australian Municipal Salaried Officers Award and the City of Norwood Payneham & St Peters' Municipal Officers Enterprise Agreement General Officer, Level 5
Special Conditions:	Normal office hours apply. However, a flexible approach to working hours is expected, including some out-of-hours work as required.

PURPOSE

The Building Operations Officer is responsible for the effective operation of Council-owned building assets, including community venues and public toilets. The Officer ensures that these assets are safe, compliant and fit-for-purpose for both Council usage and the community. The Officer also ensures the seamless operation of building infrastructure and the effective administration of leased facilities.

By developing and applying a coordinated approach to the operations management of Council's building assets, the Building Operations Officer assists with improving efficiency, managing risks, meeting legal obligations and delivering cost-effective services. The Officer works closely with internal staff, contractors and stakeholders to maintain high standards of presentation, functionality and accessibility across the Council's building assets portfolio.

KEY RESPONSIBILITIES

- Oversee the daily operation / functionality of Council-owned buildings to ensure they are safe, functional and accessible for staff and the community, including optimising space use to meet organisational needs.
- Develop and implement comprehensive building operation and management plans, policies and standards, to support efficient service delivery, risk management and cost control.
- Develop and implement systems, processes and procedures to ensure ongoing compliance with all relevant health, safety, access and environmental standards and regulations.
- Proactively identify issues, review and update building risk registers and manage operational risks.
- Ensure that all statutory essential services (e.g. fire safety systems, lifts, air conditioning) are regularly serviced, inspected and maintained in accordance with all regulations and Australian Standards.
- Manage the administration of all essential building services and critical infrastructure (i.e. cleaning, security, waste, utilities, electrical, plumbing, mechanical and fire protection systems), including planning, budgeting, monitoring, reporting and record keeping.
- Coordinate and undertake procurement, scheduling, induction, performance monitoring and contract management for building services contractors.
- Facilitate building access for Council employees and contractors so that they can undertake the activities required of them.
- Be a primary contact for building related emergencies and security incidents, coordinating the response and ensuring the appropriate authorities are notified, including supervising contractors for out-of-hours work if required.
- Monitor building performance and utilities (e.g. water, gas, electricity) usage, optimise operational efficiency and lifecycle costs, and implement environmental sustainability initiatives.
- Coordinate workspace planning for the Norwood Town Hall, Glynde Works Depot, libraries and other Council facilities as needed, including supply of furniture, appliances and other office equipment.
- Assist with the development of the Council's Annual Business Plan, asset management plans and preventative maintenance program.
- Coordinate periodic inspections and preparation of related reports, monitoring and enforcing the terms and conditions of all lease agreements and managing any disputes or non-compliance issues in respect to building related matters.
- Consult with internal and external stakeholders to ensure that Council owned facilities meet operational and community expectations, including communication with tenants and community

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groups to resolve property-related issues and support strategic planning and service delivery aligned with Council objectives.

SELECTION CRITERIA

ESSENTIAL CRITERIA

- **Relevant Qualifications:** Tertiary qualifications in facilities management, property, building services, asset management, or a related field.
- **Building Management Experience:** Proven ability to manage the operation and compliance of buildings and associated infrastructure, including experience with leased properties and service delivery in a public or community-facing environment.
- **Technical Knowledge:** Sound understanding of building infrastructure, including electrical, plumbing, mechanical, fire protection, and security, as well as relevant legislation, codes, and standards.
- **Framework Development:** Demonstrated experience in establishing and/or implementing a building management framework or program to improve service coordination, compliance, and operational efficiency.
- **Financial and Contract Management:** Proven ability to monitor expenditure and manage operational and capital budgets, undertake procurement, administer contracts and manage consultants and contractors to ensure value for money and performance outcomes.
- **Stakeholder Engagement and Communication:** Strong interpersonal and communication skills, with the ability to work collaboratively with internal teams, tenants, contractors, and community stakeholders to resolve issues and deliver shared outcomes.
- **Problem Solving and Initiative:** Ability to identify and respond to operational issues, assess risks, and implement practical solutions in a dynamic environment.
- **Organisational and Planning Skills:** Strong time management and organisational skills, with the ability to manage competing priorities and deliver outcomes within deadlines and resource constraints.

DESIRABLE CRITERIA

- Experience working in a local government or public sector environment.
- Familiarity with asset management platforms, property databases and electronic document and records management systems (EDRMS).
- Demonstrated knowledge of sustainable building operations and maintenance practices, with the ability to apply these to improve efficiency and environmental outcomes.

JOB REQUIREMENTS

- National Criminal Record (Police) Clearance with no adverse findings.
- Department of Human Services (DHS) Working With Children Clearance.
- Current drivers licence.
- Be fit to undertake the inherent job requirements and the physical demands of the position and remain so during employment in accordance with reasonable work, health and safety expectations, and relevant policies and procedures.
- Complete training & attainment of skills applicable to the Award Classification.
- Attend training courses and relevant staff development courses and maintain competency levels.
- Adhere to Council policies, procedures, guidelines and standards.
- Be regularly available (up to 2 weekends per month) and willingly participate in out-of-hours employee roster to supervise building works and respond to urgent operations or maintenance issues.
- Complete other duties as required.

WORK HEALTH & SAFETY (WHS) RESPONSIBILITIES

- All Workers
- Prioritise safety in the workplace.
 - Take reasonable care of your own health and safety, as well as others', in line with Section 28 of the Work Health & Safety Act 2012.
 - Comply with legislation, policies, procedures and participate in WHS training.
 - Proactively identify and report hazards, incidents, injuries and property damage, using appropriate reporting systems.
 - Use tools and equipment correctly to protect the health and safety of yourself and others.
 - Ensure you are medically and physically fit to undertake the requirements of your position.
 - Follow reasonable safety instructions.
 - Not attend work while under the influence of alcohol, drugs or any substance that may impair your ability to work safely.

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WHO WE ARE



AGREEMENT

By accepting this position, you acknowledge and agree to the following:

- I have read and understood the requirements and expectations of this position description and I confirm that I have the ability to fulfil the inherent position requirements;
- I accept that this position description is descriptive of the type of duties that I will undertake during my employment and is not intended to be all-inclusive;
- I accept that the organisation may require me to carry out any duties that are within the level of skills and competence expected of my classification level;
- I understand that the City of Norwood Payneham & St Peters may amend the position responsibilities to meet business and operational requirements as positions develop over time; and
- I accept my role in fulfilling the Council's Values and Strategic Goals.

APPROVED BY:

READ & AGREED TO BY:

Mario Barone PSM
CHIEF EXECUTIVE OFFICER
Date _____

Insert Name of Incumbent.
BUILDING OPERATIONS OFFICER
Date _____