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Government of Western Australia
Department of Finance



PROGRAMMED



New Roles and Responsibilities

Throughout the Maintenance Services Arrangement's (MSA) transition phase, 1 April to 30 June 2016, Programmed Facility Management (Programmed FM) has opened the recruitment for the new MSA positions. Successful candidates commence in their roles as soon as appointed, with the bulk of the positions commencing in June 2016.

Programmed FM is currently mobilising to the new MSA, including shifting the current staffing structure used under the previous maintenance contracts, to the new enhanced MSA structure. A major difference is that there will be less allocated staff to each Agency. Programmed FM staff will take on some tasks, previously managed by the Agency staff, freeing up the Agency staff to focus on their key day-to-day needs. Also new, the advanced structure encourages flexible resourcing, efficiently upscaling or downscaling provisions when the workflow requires.

'One of the features of the MSA is that we can provide a wide resource group of specialists from various fields, with the workforce skill-set being scaled up and down depending on the workflow needs.'

Stuart Windsor, Programmed FM new MSA Contracts Manager.

The new roles, as a consequence of the new MSA structure, include:

NEW Programmed FM MSA Agency Relationship Manager

The Agency Relationship Manager's (ARM) core responsibility is to build long-term trust, respect and mindset of an integrated team and proactively drive positive achievement of the One Team approach. The ARM will interface directly with Building Management and Works (BMW) and the respective Agency representatives. The ARM is responsible for managing their direct reports, managing their Agency contract profit and loss, holding subcontractors accountable and working collaboratively and collegially with BMW and the Agency.

Key responsibilities

- Programmed FM Leader of the MSA Contract including Agency specific requirements and upholds the Principles and Goals of the MSA
- Programmed FM lead stakeholder relationship manager for Agency, BMW, Subcontractors and Programmed FM support functions and teams
- Accountable for the development of the Asset Management Plans and maintenance of the Agency Asset Register
- Actively works with Programmed FM's Contracts and Procurement Team to ensure contractual obligations and value for money outcomes are achieved and that subcontractor performance is managed
- Works closely with Programmed FM's Performance Manager to ensure Key Performance Indicators are met and continuous improvement is achieved
- Works closely with the Programmed FM's Project Management Team for successful project delivery and is the

- key Agency point of contact for progress on all projects
- Working with Programmed FM's Strategic Asset Manager to identify improvements, delivery innovation and make recommendations on strategic asset management
- Attend Client meetings, Innovation Committees, Asset Management Committees and HSEQ Committees
- Providing monthly Client reports and reports this to the Agency and BMW
- Advocates Zero Harm and respond quickly to operational incidents
- Deal with Issue Resolution and identify Opportunities for Improvement
- Owns a portion of the operational portfolio
- Fulfills the duties of the site based FSM

NEW Programmed FM MSA Facilities and Asset Manager

The Facility and Asset Manager's (FAM) primary responsibility is maintenance services within their designated portfolio of facilities, within the designated Agency group, for Departments of Education, Corrective Services and Training and Workforce Development. Throughout the delivery of operational requirements, the FAM will review all areas of operations, searching for opportunities to improve client satisfaction.

Key responsibilities

- Coordinates Breakdown Repairs (excluding DoE) Routine Maintenance and Property Services and Low Value Maintenance as required across a wide portfolio of premises
- Keeping up-to-date with changes in access, site requirements, productivity levels and legislative requirements
- Advocates Zero Harm and respond quickly to operational incidents
- Frequently review operating costs and to identify opportunities to reduce expenditure
- Conducts quality audits of work performed
- Maintain critical spares registers

NEW Programmed FM MSA Building Asset Maintenance Officer

The Building and Asset Maintenance Officer's (BAMO) main responsibility is for the day-to-day management of the services at a local site level, for Main Roads WA, Departments of The Attorney General, Fire and Emergency Services and Culture and the Arts. The BAMO is responsible for the delivery of service excellence managing low-value maintenance services in a safe, timely and client-oriented manner, whilst meeting quality standards.



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Key responsibilities

- Coordinates all Breakdown Repairs (excluding DoE) and Routine Maintenance and Property Services as required across a limited portfolio of premises
- Coordinate and manage Low Value Maintenance under \$50,000
- Manages ad-hoc requests for maintenance and repairs and where possible conducts repairs
- Assisting with sustainable initiatives
- Conduct regular audits of work performed
- Conduct inspections of the buildings to ensure specified standards of presentation are maintained
- Meets with Agency site representatives daily to provide updates on relevant operational matters
- Ensure breakdown repairs are accurately assessed and registered in accordance with the nominated priority
- Keeping up-to-date with changes in access, site requirements, productivity levels and legislative requirements and changes to the Building Codes
- Maintain critical spares registers
- Fulfills the duties of the site-based role

NEW Programmed FM MSA Program Managers

The Program Manager along with a team of Project Managers (PM) is responsible for the delivery of service excellence to the relevant Agency for projects valued above \$50,000. The PM will oversee and lead the team of Project Managers in the successful delivery of both conventional and complex projects. The PM oversees quality control through project lifecycles, manages financial targets and ensures a seamless service to clients that meet project budgets, timings and specification expectations.

Key responsibilities

- Develop, establish and maintain the project management framework and ensure that it is complied with by Project Managers.
- Respond quickly to all project related incidents and in particular, emergencies and critical incidents and ensures maintenance of processes for responsiveness and rectification of these situations
- Actively works with the ARMs, FAMs, BAMOs and other support personnel in the Programmed FM Service Delivery Team to ensure quality of service provision relating to Projects. This will include stakeholder management during the lifecycle of projects being executed to ensure successful project delivery and client relationships
- Actively works with the Contracts and Procurement Team to ensure quality of contract and procurement management performance. This will include stakeholder management as required to meet the procurement management framework including subcontractor management.
- Identify possible cross agency procurement opportunities
- Manage scope and mitigates risk across projects by regularly reviewing exposure and risk across multiple projects
- Work with client to formulate, implement and evaluate medium and longer-term complex strategic plans for the Agency

NEW Programmed FM MSA Project Managers

The Project Manager (PM), who reports directly to their Program Manager, will execute projects through close liaison and interface with the Agency specific ARM. The PMs will use IPM Global (project management software) to manage projects and provide regular project cost and progress reporting to the Agency representative.

Key responsibilities

- Ensure adequacy of project brief and undertake project initiation process to finalize project brief and obtain agreement on core estimates and timeframes, working closely with ARMs, FAMs and BAMOs to ensure correct scoping and clear communications
- Ensure ARMs are fully appraised of progress throughout project lifecycles.
- Seek approval from Agency to appoint consultant (if required)
- Undertake design and documentation of works and prepare cost estimate (if required)
- Procure works, ensuring value for money for the Agency, and provide recommendation for approval to award
- Manage project variations
- Responsible for ensuring the project is completed safely, on time, on budget
- Undertake project completion inspection process and project handover
- Ensure the effective collection and handover of all new and existing asset information to the Programmed FM Maintenance team
- Manage defects, return of securities and issue of final completion certifications where applicable

Further Information

Please contact Programmed FM MSA Mobilisation team on 6218 6400 for more information about the MSA new roles and responsibilities.

For further Programmed FM career information visit <http://www.programmed.com.au/index.php/careers/careers-home>.

Programmed FM, which has 25,000 staff working across seven countries, is committed to engaging new MSA staff who get safety right on the ground and are keen on delivering operational improvements in maintenance and asset management.