

Role Description

Head of Facilities & Asset Planning



Cluster	Department of Creative Industries, Tourism, Hospitality and Sport
Agency	Museums of History NSW (MHNSW)
Division/Branch/Unit	Corporate Services Division Building & Facilities Team
Location	Sydney
Classification/Grade/Band	Clerk Grade 11/12
Role Number	TBC
ANZSCO Code	312911
PCAT Code	1132292
Date of Approval	16 September 2025
Agency Website	www.mhnsw.au

Agency overview

Museums of History NSW brings together a portfolio of iconic museums, rich collections and heritage sites, the nation's oldest archive collection, vital recordkeeping services and expert staff.

We bring history to life by sharing the stories of our places and collections. Through the State Archives Collection, we manage NSW's official documentary heritage, supporting government transparency and the public's right to access information.

These two roles do not just sit side by side – they inform and enrich each other. By preserving and making accessible our places, collections and archives, we create opportunities for people to explore the past and better understand their own place in the world. By supporting lifelong learning and inviting people to come together, we promote civic literacy, empathy, wellbeing and belonging.

We believe that history belongs to everyone. This is the promise and the purpose of MHNSW.

Museums of History NSW is a state cultural institution, established under the [Museums of History NSW Act 2022](#). It is an agency of the NSW Department of Creative Industries, Tourism, Hospitality and Sport (DCITHS).

Primary purpose of the role

Lead the Building & Facilities Team in the management of buildings, facilities and asset management across all MHNSW properties. Provide leadership and expert advice in the planning, prioritisation and implementation of planned and reactive building and facilities maintenance to ensure building presentation standards, operational needs, heritage requirements, security and workplace health and safety standards are met at each site.

Key accountabilities

- Lead the Building & Facilities Team to plan, prioritise and implement programmed maintenance, reactive works, security measures, fleet operations and cleaning programs that support operational continuity. Oversee the management of related contracts and contractors to ensure service quality, compliance and value for money.

- Lead the development of strategic asset management, maintenance, security and facilities plans for MHNSW to enable the development of capital and recurrent funding bids and operational efficiencies.
- Develop, implement and monitor the Asset Management System (SAMP & AMP) and apply risk management techniques to ensure MHNSW's assets are managed efficiently, safely and effectively.
- Provide expert advice to the Building & Facilities Team to ensure compliance with building codes, standards, legislation (including the *Heritage Act NSW 1977*), relevant conservation management plans and MHNSW policies and procedures.
- Build and maintain strong relationships with internal teams, external contractors and heritage consultants to support the coordinated, compliant and high-quality delivery of building and facilities services that meet operational needs and service standards.
- Provide high quality analysis, reports and interpretations to inform strategic and operational decision making and prioritisation for planned and reactive maintenance and the operation of facilities and systems for MHNSW sites.
- Lead sustainability reporting and drive environmental initiatives related to the use and development of MHNSW's buildings and facilities. Champion practices that support resource efficiency, emissions reduction and alignment with NSW Government net zero targets.

Key challenges

- Determining the appropriate building techniques and maintenance solutions for a diverse range of 19th, 20th and 21st century structures, ensuring compliance with MHNSW conservation policies, heritage requirements and all relevant standards and workplace health and safety obligations.
- Developing and maintaining an understanding of the technical issues associated with the maintenance, facilities and security of historic buildings, their materials and construction, to identify emerging concerns and risks, and knowing when to seek specialist technical advice from other key staff or external providers.
- Delivering effective outcomes in the context of complex physical infrastructure incorporating heritage assets, public presence and engagement, specialised collection storage and diverse regulatory requirements in an environment of finite resources.

Key relationships

Who	Why
Internal	
Director, Corporate Services	<ul style="list-style-type: none"> • Escalate issues, keep informed, advise and receive instructions. • Provide regular updates on key projects, issues and priorities. • Seek endorsement of annual plans and budgets for the maintenance and capital works within MHSNW. • Communicate information related to performance against budget and potential variations which may have impact on budgeting or budget performance. • Contribute to MHNSW-wide issues and expert specialised knowledge. • Provide regular analysis, reports, information and briefings on specific capital projects, new initiatives, emerging issues and other matters as requested.
Head of Capital Program Delivery and Head of Heritage	<ul style="list-style-type: none"> • Collaborate to ensure safe, efficient and compliant building operations. • Develop effective cross-departmental working relationships.

Who	Why
	<ul style="list-style-type: none"> Feed into the Capital maintenance projects throughout the project life-cycle to ensure they are delivered safely, on time and on budget to agreed quality standards. Liaise with regarding construction techniques, materials and conservation methods
Building & Facilities Team	<ul style="list-style-type: none"> Provide leadership, guidance and support to direct reports and wider building and facilities team. Set performance requirements and manage performance and development. Conduct periodic reviews of access registers to ensure access is appropriately restricted to current staff and consultants/contractors. Provide direction and oversee maintenance and facilities programs, including as cleaning, utilities and security.
MHNSW staff	<ul style="list-style-type: none"> Liaise with to plan and schedule maintenance and capital works with minimal impact on normal ongoing operations. Provide leadership and technical guidance, as a member of the Assets management team, and setting performance expectations for staff to ensure alignment with other MHNSW divisions and organisational objectives and targets.
WHS Coordinator	<ul style="list-style-type: none"> Collaborate with to ensure safe, efficient and complaint building operations. Liaise with in relation to any hazards and risks.
External	
Industry peers	<ul style="list-style-type: none"> Establish effective networks with other public sector and broader industry peers accountable for heritage and historic site conservation to enable sharing of insights, monitor industry trends, maintain currency, and collaborate on common responses to emerging and future issues.
External Service Providers (contractors, trades and services)	<ul style="list-style-type: none"> Negotiate and approve contracts and service agreements. Oversee contracts and monitor provision of services to ensure compliance with contract and service agreements.
Security monitoring firms	<ul style="list-style-type: none"> Communicate with on relevant matters and update details of after-hours worker access. Lead and manage Building & Facilities personnel when on site.
Peers at other cultural institutions	<ul style="list-style-type: none"> Negotiate and manage contracts and service agreements Maintain effective and productive relationships

Role dimensions

Decision making

This role:

- Takes active ownership of own work.
- Manages a diverse team working across multiple functions and 15 MHNSW locations and heritage project sites. (this dot point was shortened)
- Develops strategic plans, priorities and targets for endorsement by the agency.

- Maintains current knowledge of sustainability, heritage and conservation practices, building codes and standards and relevant legislation.
- Consults with supervisor on issues with the potential to escalate or create precedent.
- Refers to supervisor for decisions that require change or fall outside standard guidelines and practice.
- Provides high quality business management analysis and advice to the MHNSW Executive and senior managers across the organisation, which is relied upon in decision making processes.
- Maintains efficient lines of communication.
- Works within project timelines, budgets and briefings set by the supervisor.

Reporting line

This role reports to the Director Corporate Services.

Direct reports

The Head of Building & Facilities will have up to 8 direct reports and a span of control of up to 15 staff.

Budget/Expenditure

In line with financial delegations.

Essential requirements

- Tertiary qualifications in building trades, building maintenance or commensurate experience.
- Experience leading a diverse team working across multiple locations and functions.
- Experience in Asset Management planning and management and knowledge of NSW Government's asset management framework.
- Extensive working knowledge of mechanical and electrical building services and managing maintenance contracts.
- Extensive working knowledge of workplace health and safety, building codes, electrical, mechanical, water, hydraulic and security systems.
- Experience in managing Mini Minor Works and MW21 Contracts from [BuyNSW](#).
- Experience working within the bounds of Heritage legislation and conservation management plans.
- Experience working in heritage or museum organisations with an understanding of heritage buildings and museum environments.
- Willingness to work across and ability to travel to multiple work locations.






Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at www.psc.nsw.gov.au/capabilityframework

Capability summary

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

NSW Public Sector Capability Framework

Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Adept
	Act with Integrity	Adept
	Manage Self	Adept
	Value Diversity	Adept
 Relationships	Communicate Effectively	Adept
	Commit to Customer Service	Adept
	Work Collaboratively	Advanced
	Influence and Negotiate	Adept
 Results	Deliver Results	Advanced
	Plan and Prioritise	Advanced
	Think and Solve Problems	Adept
	Demonstrate Accountability	Adept
 Business Enablers	Finance	Adept
	Technology	Intermediate
	Procurement and Contract Management	Advanced
	Project Management	Advanced
 People Management	Manage and Develop People	Adept
	Inspire Direction and Purpose	Adept
	Optimise Business Outcomes	Advanced
	Manage Reform and Change	Adept

Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Personal Attributes Act with integrity	Adept	<ul style="list-style-type: none"> Represent the organisation in an honest, ethical and professional way and encourage others to do so Act professionally and support a culture of integrity Identify and explain ethical issues and set an example for others to follow Ensure that others are aware of and understand the legislation and policy framework within which they operate Act to prevent and report misconduct and illegal and inappropriate behaviour

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Relationships Communicate Effectively	Adept	<ul style="list-style-type: none"> • Tailor communication to the audience • Clearly explain complex concepts and arguments to individuals and groups • Monitor own and others' non-verbal cues and adapt where necessary • Create opportunities for others to be heard • Actively listen to others and clarify own understanding • Write fluently in a range of styles and formats
Relationships Work Collaboratively	Advanced	<ul style="list-style-type: none"> • Recognise outcomes achieved through effective collaboration between teams • Build cooperation and overcome barriers to information sharing, communication and collaboration across the organisation and across government • Facilitate opportunities to engage and collaborate with stakeholders to develop joint solutions • Network extensively across government and organisations to increase collaboration • Encourage others to use appropriate collaboration approaches and tools, including digital technologies
Results Deliver Results	Advanced	<ul style="list-style-type: none"> • Drive a culture of achievement and acknowledge input of others • Investigate and create opportunities to enhance the achievement of organisational objectives • Make sure others understand that on-time and on-budget results are required and how overall success is defined • Control output of business unit to ensure government outcomes are achieved within budget • Progress organisational priorities and ensure effective acquisition and use of resources • Seek and apply the expertise of key individuals to achieve organisational outcomes
Results Plan and Prioritise	Advanced	<ul style="list-style-type: none"> • Understand the links between the business unit, organisation and the whole-of-government agenda • Ensure business plan goals are clear and appropriate including contingency provisions • Monitor progress of initiatives and make necessary adjustments • Anticipate and assess the impact of changes, such as government policy/economic conditions, to business plans and initiatives, and respond appropriately • Consider the implications of a wide range of complex issues, and shift business priorities when necessary • Undertake planning to transition the organisation through change initiatives and evaluate progress and outcome to inform future planning
Business Enablers Procurement and Contract Management	Advanced	<ul style="list-style-type: none"> • Apply legal, policy and organisational guidelines and procedures in relation to procurement and contract management • Develop well written, well-structured procurement documentation that clearly sets out the business requirements

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> • Monitor procurement and contract management processes to ensure they are open, transparent and competitive, and that contract performance is effective • Be aware of procurement and contract management risks, and what actions are expected to mitigate these • Evaluate tenders and select providers in an objective and rigorous way, in line with established guidelines and principles • Escalate procurement and contract management issues where required
Business Enablers Project Management	Advanced	<ul style="list-style-type: none"> • Prepare scope and business cases for more ambiguous or complex projects including cost and resource impacts • Access key subject-matter experts' knowledge to inform project plans and directions • Implement effective stakeholder engagement and communications strategy for all stages of projects • Monitor the completion of projects and implement effective and rigorous project evaluation methodologies to inform future planning • Develop effective strategies to remedy variances from project plans, and minimise impacts • Manage transitions between project stages and ensure that changes are consistent with organisational goals
People Management Optimise Business Outcomes	Advanced	<ul style="list-style-type: none"> • Develop workforce plans that effectively distribute organisational resources to achieve business goals • Plan for strategic use of human resources that links to wider organisational aims and goals • Encourage others to strive for ongoing performance improvement • Align systems and processes to encourage improved performance and outcomes