# Supervisor, Facilities Services

## Department for Child Protection

*Nurturing happy, healthy kids so they can grow up safe and reach their full potential.*

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| **CLASSIFICATION:** | **ASO7** | **DIRECTORATE:** | **Finance and Corporate Services** |
| **REPORTS TO:** | **Manager, Assets and Facilities** | **FTE:** | **1.0** |
| **ROLES REPORTING TO THIS ROLE:** | **5.0 FTE** | | |

**ABOUT THIS ROLE:**

The Supervisor, Facilities Services, is a role within the Department for Child Protection (DCP) and is accountable to the Manager, Assets and Facilities for leading and coordinating the delivery of integrated property, and accommodation, across DCP's residential and corporate sites. The position is responsible for initiating, planning, and managing high-level programs, projects, and strategies that ensure safe, secure, and functional environments for children and young people, carers, and staff.

This role oversees the implementation of property-related initiatives including, strategic accommodation planning, and security compliance, while contributing expert advice to the Across Government Facilities Management Arrangements (AGFMA) and supporting the planning for the delivery of the DCP Capital Works Program. The Supervisor provides authoritative recommendations on property and security matters, influencing business planning and operational practices to achieve efficiency, compliance, and best-practice asset management across the state.

**YOU WILL BE ADDING VALUE BY:**

1. Lead, monitor, and review the planning and delivery of integrated property and accommodation services across DCP residential and corporate sites. This includes developing and implementing innovative strategies that ensure safe, secure, and functional environments for children, carers, and staff, while aligning with DCP's strategic objectives.
2. Develop and implement cost-effective asset and facilities management strategies, and risk mitigation measures. Ensure these strategies optimise property utilisation, reduce operational costs, and support the agency's long-term business goals.
3. Coordinate complex processes for procurement, maintenance, rehabilitation, and disposal of DCP properties and security systems, ensuring timely delivery and compliance with government procurement policies, contractual obligations, and service standards.
4. Provide high-level policy advice and authoritative recommendations on residential and corporate property matters, including preparing Cabinet Submissions, Ministerial briefings, Parliamentary responses, and executive reports. Represent and advocate for DCP in relevant forums and committees.
5. Contribute expert input into the development and review of accommodation and facilities policies, procedures, and standards, ensuring they are efficient, cost-effective, and compliant with WHS legislation and risk management principles. Initiate and manage change processes to meet evolving strategic objectives.
6. Lead the implementation and management of strategic accommodation and facility plans, including overseeing quality information systems, managing budgets, and ensuring effective allocation of resources across multiple sites to achieve operational efficiency.
7. Review and prepare annual Minor Works Program, preventative maintenance works, provide strategic advice and site-specific information to support decision-making.
8. Foster and maintain collaborative relationships with internal and external stakeholders, including AGFMA representatives, contractors, and government agencies. Ensure effective communication and coordination to deliver integrated property solutions.

9. Develop and implement risk and issue management strategies for facility operations, including initiating and coordinating investigations into critical incidents, preparing reports, and ensuring timely resolution of complex issues.
10. Provide leadership and performance management for assigned staff, including planning workloads, allocating resources, mentoring team members, and promoting a positive, customer-focused work culture that supports continuous improvement.
11. Ensure compliance with financial and administrative requirements, including monitoring expenditure, approving invoices, reconciling accounts, and maintaining accurate records for property and security-related transactions.
12. Any other responsibilities in line with the classification level of the role as assigned by Line Manager and/or the Department. The responsibilities as specified above may be altered in accordance with the changing requirements of the role.
13. Contribute to maintaining a safe and heathy work environment by taking personal accountability by identifying and reporting incidents, hazards, and injuries in accordance with DCP policy & procedure and cooperating and complying with reasonable instructions of DCP line management and WHS Officers.

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**WHO YOU WILL WORK WITH:**

**Internal**

- Manager, Assets and Facilities
- Accommodation Adviser
- Facilities Officer
- Assets and Facilities staff
- DCP managers and staff

**External**

- Across government property agents
- AGFMA representatives and service providers/contractors

**QUALIFICATIONS**

**Essential:** Nil

**Desirable:** Relevant tertiary qualification

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**YOUR CAPABILITIES:**

- Comprehensive knowledge of government accommodation and facilities management policies, procedures, and practices, including the ability to research and analyse complex data, interpret legislation, and develop high-level strategies and practical solutions that deliver best-practice asset and security management across diverse sites.
- Proven experience in preparing and delivering high-level policy advice and documentation, including Cabinet Submissions, Ministerial briefings, Parliamentary responses, and executive reports. Demonstrated ability to provide authoritative recommendations on property matters that influence strategic decision-making.
- Demonstrated leadership capability in managing and developing staff, including fostering a positive work culture, promoting accountability, and supporting teams through organisational change and reform. Ability to plan workloads, allocate resources effectively, and build team capability in a complex, multi-site environment.
- Highly developed interpersonal and communication skills, with the ability to consult, liaise, negotiate, and manage conflict with tact and diplomacy. Proven ability to influence stakeholders at all levels, coordinate formal panels and committees, and prepare clear, concise reports and discussion papers
- Strong strategic and operational planning skills, with the ability to work independently under broad direction, exercise sound judgment, and accept responsibility for decisions. Demonstrated success in setting priorities, managing competing deadlines, and driving compliance and continuous improvement in property and security operations.

- Extensive experience in implementing property management reforms, including leading change processes, introducing innovative practices, and ensuring alignment with organisational objectives and government standards
- Advanced analytical and problem-solving skills, including the ability to interpret complex asset and facilities data, identify trends, assess risks, and develop evidence-based recommendations to improve service delivery and operational efficiency
- Proficiency in financial and administrative management, including monitoring budgets, approving invoices, and ensuring compliance with government financial requirements. Ability to maintain accurate records and reporting systems for property and security-related transactions.
- High-level proficiency in Microsoft Office applications, particularly Word and Excel, and experience in using asset and security management systems to support reporting, planning, and decision-making.
- Demonstrated commitment to workplace health, safety, and inclusivity, with knowledge of WHS principles and the ability to promote and maintain a safe and inclusive work environment across all DCP sites.

**OUR COLLECTIVE RESPONSIBILITIES**

- Maintain accurate and complete records in accordance with the *State Records Act 1997* and departmental policies, procedures and practice guidance.
- Understand and follow the requirements of confidentiality within the *Children and Young People (Safety) Act 2017*, and whole of government and DCP policies, procedures and practice guidance to facilitate appropriate standards of confidentiality and information sharing practice.
- Actively participate in performance development processes.
- Comply with reporting obligations arising from legislation, professional conduct standards including the Code of Ethics for the South Australian Public Sector, and departmental policies, procedures and practice guidance.
- Undertake mandatory training activities as specified with the DCP Mandatory Training Procedure.
- Actively contribute to Reconciliation, and to the aims and objectives of the Aboriginal & Torres Strait Islander Child Placement Principle.
- Demonstrate a commitment to preventing gendered violence against women consistent with DCP's status as a White Ribbon Accredited Workplace.
- Maintain the Program Standards of White Ribbon Reaccreditation.
- Actively support DCP's commitment to ensuring a workplace culture that is respectful, safe and inclusive where our employees are free from discrimination and are recognised for the individual and collective skills and perspectives that they bring by virtue of culture, race, gender, disability, age, sexual orientation, gender identity, intersex status and other differences.
- Act at all times in accordance with the Code of Ethics for the South Australian Public Sector and legislative requirements including (but not limited to) the *Public Sector Act 2009* and *Work Health and Safety Act 2012.*

**SPECIAL CONDITIONS**

- You must have, or gain, a current Department of Human Services working with children check prior to being employed and renew this every five years before expiry.
- You must be an Australian resident or provide evidence that you have a current work permit.
- You will need to undertake training in Child Safe Environments – Reporting Child Abuse and Neglect and other mandatory training as required.
- The incumbent will be required to achieve performance targets as negotiated and mutually agreed with the Manager, Assets and Facilities.
- You may be required to perform duties in other locations/divisions/units dependent upon Departmental requirements.
- Some out-of-hours work may be required.
- Some intra/interstate travel (including in small aircraft) including overnight stay may be required.
- Hold a current Australian driver's licence and a willingness to drive is essential.

**YOU WILL CONTRIBUTE TO**

**OUR VISION** is for all children and young people to grow up safe, healthy, connected and feeling loved so they reach their full potential.

**OUR PURPOSE:** The Department for Child Protection protects, cares for and empowers children and young people at risk and in care. We do this by working together with our key partners to respond to abuse and neglect, keep children and young people safe from further harm, help them heal from trauma and reach their full potential.

**Leaders in practice excellence**
Staff in all parts of child protection develop and use best practice in their work to deliver improved outcomes for children, young people, carers, and families.

**Closing the Gap**
We commit to a transformed child protection system that makes active efforts and where Aboriginal people and communities are empowered to lead decision making about the care and wellbeing of Aboriginal children and young people.

**A child protection system that meets the needs of children and young people**
We commission and deliver services based on a deep understanding of the needs of children and young people in care and our aspirations for them to heal from trauma and reach their full potential.

**A thriving workforce**
We are future focused in our workforce strategy, supporting and valuing our staff, proactively recruiting, and establishing sustainable systems, processes and workplaces that enable us to be highly effective.

**Active and collaborative partnerships**
We work together with our service partners and alongside the community to improve outcomes for children, young people, carers, and families.

**Working alongside carers**
We respect and value carers as vital partners in keeping children and young people safe and well.

**Quality services and safeguarding**
We are accountable and transparent, and pursue continuous improvements to promote the safety and wellbeing of children and young people throughout the services we fund and provide.

**CERTIFIED CORRECT: 23 October 2026**