

CITY AND ENVIRONMENT DIRECTORATE (CED)

POSITION DESCRIPTION

POSITION DETAILS

Position title: Director Facilities & Assets

Location: Mitchell, ACT

Classification: SOGB

Reports to: Executive Branch Manager

Position number: P35290

Position Status: Permeant

Division: Transport Canberra and Business Services

Position Hours: Full Time (36.75hrs/wk)

Business unit: Capital Linen Service

Date last reviewed: 23 September 2026

Position requirements: See Compliance Requirements section below

DIRECTORATE OVERVIEW

The City and Environment Directorate (CED) brings together the people, services and systems that shape Canberra's future. We are a new directorate with a bold purpose: to deliver smarter, more connected services that respond to the needs of our Territory and community.

CED was established to align planning and transport, improve efficiency of development decisions, support environmental management, consolidate city services operations, and strengthen how government connects with the community. Our work spans the natural and built environments, city and transport services, and regulatory and customer service functions.

We are here to:

- Deliver streamlined, customer-focused services.
- Align planning, transport and environmental stewardship.
- Consolidate operations for greater efficiency and impact.
- Make government services more accessible, transparent and trusted.

At CED, we put people and place at the centre of everything we do. Whether shaping policy, maintaining public spaces, designing transport networks or supporting regulatory access, our people contribute to a connected, inclusive and resilient Canberra.

DIVISION OVERVIEW

Territory Business Services Division

Territory and Business Services (T&BS) delivers a portfolio of high performing commercial and operational services that combines essential community services with business units operating to commercial standards, delivering efficient, reliable and valued services to a wide range of customers across the Canberra and surrounding region.

Canberra Memorial Parks operates the Territory's public cemeteries and public crematorium, providing self funded, high quality and culturally inclusive interment and memorialisation services across Gungahlin, Woden and Hall through a professionally governed Statutory Authority. Capital Linen Service functions as a major commercial enterprise, supplying more than 120 health, aged care and accommodation providers with ISO certified, high volume linen services, processing over 7,200 tonnes of linen annually through a modern, automated facility that ensures dependable, safe and competitively priced service delivery. ACT NoWaste manages the ACT's waste, recycling and resource recovery systems, delivering efficient, high volume public waste services and leading implementation of the Territory's Circular Economy Strategy to ensure operational reliability, environmental performance and long term system sustainability. Yarralumla Nursery underpins Canberra's urban landscape through its commercial wholesale plant production enterprise, supplying high quality, climate appropriate plants for government and industry projects and maintaining consistent, reliable output that supports the city's green infrastructure and horticultural standards.

BUSINESS UNIT OVERVIEW

Capital Linen Service (CLS) operates as a commercial business unit within the ACT Government's City and Environment Directorate (CED).

We have extensive experience and knowledge of the linen hire and laundry services industry and have been delivering linen services and operating an industrial factory across the Canberra region since 1978, servicing more than 120 clients in Canberra and its surrounds.

Our people are our biggest asset and are what make us a great place to work! We take pride in our commitment to deliver the highest standards of quality and reliability and enjoy a healthy team culture.

You can find out more about us by checking out our [website](#)

POSITION PURPOSE

The Director Facilities & Assets is a member of the senior leadership team of Capital Linen Service (CLS) supporting and reporting to the Executive Branch Manager (EBM) to support business operational requirements.

As Director Facilities & Assets you are responsible for leading the maintenance and asset management functions of CLS to ensure plant, equipment and infrastructure are safe, reliable, compliant and available to meet operational and customer requirements. This includes overseeing preventative and reactive maintenance programs, managing maintenance personnel and resources, and ensuring maintenance activities are effectively planned, prioritised, monitored and reported.

The position provides strategic leadership in asset lifecycle management, including the development and implementation of asset management plans, maintenance strategies and capital improvement initiatives that maximise asset performance, reliability, efficiency and sustainability. The role analyses operational and asset performance data to identify opportunities for continuous improvement, optimise workflow, reduce costs and support evidence-based decision-making.

DUTIES / RESPONSIBILITIES

The Director Facilities & Assets role is supported by and manages a small maintenance team and provides key updates to the EBM and CLS Senior Leadership Team so informed decisions can be made regarding current facility and plant operating capability, and optimisation of facilities.

The Director Facilities & Assets requires a highly motivated, flexible, critical thinker capable of seeing the bigger picture, with the ability to connect teams, to encourage collaboration and innovation, whilst fostering a safe, positive and respectful workplace culture.

Given the nature of the role and the workforce profile, the Director Facilities & Assets requires a strong trade background, high degree of mechanical aptitude, ability to manage and augment end-to-end workflow in a high-volume production environment, along with a strong mix of soft and hard communication and negotiation skills.

Under limited direction, the Director Facilities & Assets is required to:

1. Lead and oversee the maintenance and asset management functions of CLS, ensuring plant, equipment and infrastructure are safe, reliable, compliant and available to meet operational and customer service requirements.
2. Lead the maintenance team in the effective management of plant and equipment, including engagement with internal and external service providers, to maximise operational performance, asset utilisation and business efficiency.
3. Oversee workforce planning and rostering to ensure preventative and reactive maintenance activities are efficiently scheduled, delivered, monitored and reported, supporting operational continuity and customer demand requirements.

4. Analyse plant, equipment and operational performance data to identify trends, risks and opportunities for improvement, driving productivity, reliability and workflow optimisation
5. Conduct plant and equipment assessments to identify mechanical and procedural limitations to maximise workflow efficiency and reduce operational expenses.
6. Be aware of or capable of learning about industry standards regarding current maintenance competencies and processes.
7. Maintain knowledge of contemporary maintenance, engineering and asset management practices and ensure maintenance strategies, frameworks and processes align with industry standards and best practice.
8. Ensure maintenance and operating systems, plant and equipment meet national and Territory compliance standards.
9. Manage maintenance and asset-related budgets, inventory, consumables and expenditure to ensure resources are effectively utilised and aligned with CLS operational and strategic priorities.
10. Develop and embed a reactive and preventative maintenance strategic plan that aligns and supports the business strategic and master plans.
11. Lead the effective utilisation and continuous improvement of maintenance and asset management systems, including MEX and other business systems, to support planning, reporting, compliance and informed decision-making.
12. Provide strategic leadership and advice on asset management, asset performance, project delivery, procurement, contract management, governance, risk management and asset investment priorities to support informed business decisions.
13. Effect positive organisational change through the development and delivery of operational and strategic plans, budgets and business cases and evidence-based decision making.
14. Develop, implement and maintain a comprehensive asset management plan that supports asset lifecycle management, capital planning, asset renewal, sustainability objectives and the long-term operational requirements of CLS.
15. Connect with teams from across the organisation to:
 - a. Champion an inclusive and respectful environment where staff performance, development and job satisfaction is valued and prioritised.
 - b. Proactively investigate, analyse and resolve maintenance, asset and operational issues, incidents and risks.
 - c. Contribute to a consistent and positive experience for all customers and the community.

- d. Ensure quality objectives are achieved, communicated and prioritised.
- e. Contribute to the design of training programs to enhance skills and knowledge, safety, quality, output, efficiency, and customer satisfaction.
- f. Monitor staff to ensure operations are in compliance with health and safety standards.
- g. Promote and ensure compliance with ACTPS and CLS policies, procedures, systems, and processes.

Capital Linen Service provides a critical service to the hospitals of the ACT and as such maintenance requirements of the facility are to ensure operational functionality across 6 days a week and possibly 7 based on production requirements. A member of the Maintenance team is on site during all operating hours.

As a senior leader, this role requires a person who can inspire, energise and positively influence team and individual outcomes. The role is responsible for supervising, managing and motivating a team and providing appropriate support and guidance. Effective employee engagement skills are a key enabler in the performance of this role as is a values-based leadership style.

This position requires a leader with a strong, considered and engaging people focus to successfully deliver and drive a culture of respect and a desire to achieve customer service excellence. The ideal candidate will possess an innate ability to draw on the right skills in a contextually and environmentally appropriate manner, align team performance and develop capacity to achieve organisational objectives. Model commitment to continual learning, encourage ongoing development and engaging the right people to the right roles.

SELECTION CRITERIA (CAPABILITIES)

Note: Please address the Professional/Technical/Behavioural skills when applying for this role.

Professional / Technical Skills

- Extensive technical and management experience in an operational environment with a focus on optimising processes and workflow, whilst balancing critical inhouse maintenance functions, to maximise and balance appropriate levels of productivity, customer satisfaction and safety.
- Proven expertise in asset lifecycle management, asset delivery governance and project oversight, including the development of asset management frameworks, performance reporting, financial management, risk management and continuous improvement initiatives to ensure compliant, efficient and strategically aligned asset outcomes.
- Experience in investigating and analysing processes, equipment and workforce related incidents/risks/weaknesses, identifying opportunities and delivering positive organisational change.

- Experience with developing, regulating, and implementing documentation and associated systems to achieve positive outcomes.

Behavioural Skills

- Demonstrated ability to effectively engage with stakeholders and manage relationships and expectations, including the capability to problem solve, promote a positive workplace culture of care, kindness and respect whilst meeting the outcomes of a highly operational workforce.
- Highly developed oral and written communication skills, including the capacity to translate and explain data from many sources to the CLS management, and to produce a range of documentation to ensure accurate and purposeful advice and guidance.
- Experience setting performance expectations, developing team members and providing regular feedback and coaching to ensure they meet the requirements of their role.
- Commitment to ACTPS values, Respect, Integrity, Collaboration, Innovation, and to workplace health, safety and wellbeing.

COMPLIANCE REQUIREMENTS / QUALIFICATIONS

- A minimum of 5 years' senior leadership experience in maintenance/facilities/asset management in an industrial setting.
- Recognised tertiary or trade qualification in mechanical, plumbing or electrical fields.
- Industrial atomisation experience and relevant or transferable industry experience (highly desirable).
- Must be able to work weekends, public holidays, out of hours and overtime as required to address business operations.
- Driver's licence (C class) is essential.
- Experience in computerised maintenance management systems (highly desirable).
- This position requires a pre-employment medical and police check, but does not require a Working with Vulnerable People Check.
- Visa holders are eligible to apply for both permanent and temporary roles. Those with eligible visas may be considered for permanent employment, while individuals with temporary residency or limited-duration visas may be offered permanent employment for the duration of their visas.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Director Facilities & Assets (position number P35290) and indicates how frequently each of these requirements would be performed. Please note that CED is committed to providing reasonable adjustment and ensuring all individuals have equal opportunities in the workplace.

ADMINISTRATIVE	FREQUENCY
Telephone use	Frequently
General computer use	Frequently
Extensive keying/data entry	Occasionally
Graphical/analytical based	Occasionally
Sitting at a desk	Occasionally
Standing for long periods	Frequently
Designated workstation	Frequently

STANDARD HOURS	FREQUENCY
Flexible working hours (access to flex time)	Occasionally
Fixed or specified start/finish times	Occasionally
Expected to work extensive hours over a significant period due to the nature of the duties	Occasionally
Access to Accrued Days Off (ADO's)	Never
Peaks and troughs	Frequently
Requirement to work overtime	Occasionally
Rostered shift work	Never

SOCIAL DEMANDS	FREQUENCY
Work with others towards shared goals in a team environment	Frequently
Work in isolation from other staff (remote supervision)	Never
Working in a call centre environment	Never
Working directly with the public	Occasionally

PHYSICAL DEMANDS	FREQUENCY
Distance walking (large buildings or inter-building transit)	Occasionally
Working outdoors	Occasionally

MANUAL HANDLING	FREQUENCY
Lifting 0 – 5kg	Frequently
Lifting 5 – 10kg	Frequently
Lifting 10kg+	Occasionally
Climbing	Occasionally
Reaching	Frequently
Bending/squatting	Frequently

Push/pull	Frequently
Sequential repetitive movements in a short amount of time	Occasionally

TRAVEL	FREQUENCY
Frequent travel – multiple work sites	Never
Frequent travel – driving	Never
Frequent travel – interstate	Never

SPECIFIC HAZARDS	FREQUENCY
Working at heights	Occasionally
Exposure to extreme temperatures	Occasionally
Operation of heavy machinery e.g. forklift	Occasionally
Confined spaces	Occasionally
Excessive noise	Occasionally
Low lighting	Occasionally
Handling of dangerous goods/equipment	Occasionally
Working with asbestos	Never
Potential to encounter agitated customers	Occasionally
Exposure to potentially distressing case material	Never

OTHER	FREQUENCY
Uniform required	Frequently
Personal Protective Equipment (PPE) required	Frequently