

In mid-2014, an exciting Light Rail system in the Gold Coast came alive, linking people and communities along the coast. The G:link is operated and maintained by Keolis Downer Gold Coast (KD). Keolis Downer is Australia's largest private provider of multimodal public transport, operating G:link, Yarra Trams and close to 1000 buses in Australia. Keolis Downer is a joint venture between **Keolis**, one of the world's largest public transport operators, and Australian services firm, **Downer**. As a world-class, reliable and integrated transport network, G:link is central to the Gold Coast City Council's 'Bold Future' vision to be a leader in sustainable living.

We are looking for dedicated and enthusiastic people to join our exciting system, and be part of a dynamic team of individuals.

## Infrastructure Contracts Lead

### Position Purpose:

To manage the day to day activities of subcontractors with whom KD has agreements in place. The Infrastructure Contracts Lead will work closely with the Infrastructure Manager whom has overall responsibility for management of these contracts and assets.

### Reporting to:

Infrastructure Manager

### Position Responsibilities:

- Overall management of maintenance and operation of building services and equipment;
- Day to day operation of the following contracts:
  - Cleaning;
  - Landscaping;
  - Waste Services;
  - Vertical Access;
  - Fire Systems;
  - Building Pest Control;
  - Hydraulic Services – Plumbing;
  - HVAC Services.
- Management and execution of planned preventative maintenance;
- Inspections of site facilities including depot building and light rail stations for identification of any corrective maintenance items;
- Working closely with the Track and Civil Inspector to identify any landscaping and graffiti corrective maintenance items;
- Management and execution of corrective maintenance;
- Ensure that the assets are managed efficiently and effectively in accordance with the statutory requirements;
- Maintaining the highest level of safety, customer and team member service;
- Make recommendations on capital works and major expenditure;
- Contract and performance management of third-party suppliers and contractors;
- Preparation and presentation of reports to the Senior Leadership Team;
- Initiation, scoping and roll-out of strategic projects;
- Overall management of maintenance and operation of building services and equipment;
- Manage daily project Quality Systems with respect to inspections, checklists, documentation and record keeping;
- Daily cost tracking, forecasting, and commercial reporting;

- Provide support for site staff in resolving any issues that may be associated with the scheduling and coordination of contractors and suppliers;
- Liaise with site staff to ensure project targets are achieved;
- Report to the Infrastructure Manager on a regular basis and advise of any current or potential issues; and
- Adhoc duties as directed by the Infrastructure Manager, as required.

**Competencies Required:**

- Experience in relevant commercial and project management software packages;
- Excellent communication skills, both written and verbal;
- Excellent time management skills;
- To be commercially astute;
- To be approachable and willing to listen;
- Ability to develop, mentor and motivate staff;
- Work as a Rail Safety Worker Category 3 (non-safety critical worker);
- Knowledge in Microsoft Power BI will be highly regarded;
- Essential: Proficiency in MS Office suite of programs; and
- Essential: five years' experience in a Facilities Manager and/or Contracts Administrator role, with field inspection experience.

**Profile Requirements:**

- A highly self-motivated team player, with sound organisational skills;
- Fluent in English with excellent written and verbal communication skills;
- Customer-focused with the ability to inspire your team with commitment and enthusiasm;
- Able to maintain a friendly, calm and professional manner and strict confidentiality at all times;
- Comfortable dealing with a wide range of people;
- Able to display attention to detail and vigilance;
- Able to identify and rectify problems and issues in a timely manner; and
- Legally entitled to live and work in Australia.

All Keolis Downer Gold Coast (KD) workers have a responsibility to comply with and implement the Integrated Management System and to participate in processes, systems and procedures for Safety, Quality and Environment (SQE) that support KD business activities. Responsibilities are set out below:

- Comply with and implement the processes and systems that support positive safety culture and integrate positive safety culture into everyday work activities and behaviours
- Contribute through the implementation of work activities and demonstrate behaviours in line with a positive safety culture to achieve KD's objectives and targets
- Comply with and implement, participate in and support the KD's continual improvement processes and systems
- Participate in internal and external audits for continual improvement of KD's systems and processes
- Comply with and implement KD's systems and processes
- Attend education, awareness and training provided by KD, hold the competencies to perform the role
- Report all incidents and accidents in accordance with KD's incident reporting process
- Participate in KD's injury management process
- Integrate SQE performance requirements into behaviours and activities, follow processes and systems and provide feedback to the SQE team to facilitate continual improvement
- Comply with and implement KD's Fit for Work programs and system and attend work – fit for work
- Comply with and implement the SQE requirements for human factors identification and assessment
- Participate in, comply with and implement the processes and systems that facilitate corrective actions, opportunities for improvement and hazard reporting

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*As part of the recruitment processes at KD, job applicants will be required to provide a National Police Certificate. Further to this, successful candidates will be required to provide a National Police Certificate where requested throughout employment. Given the nature of the position you have applied for and, in particular, the duties and responsibilities that it includes, KD considers this to be a reasonable requirement. KD will assess a candidate's and employee's criminal record history against the inherent requirements of the relevant position before making a determination as to their suitability or otherwise for the role.*

*Keolis Downer is an Equal Opportunities Employer.*

**If you feel you have what we are looking for, please forward your updated cover letter and resume to [recruitment@keolisdowner.com](mailto:recruitment@keolisdowner.com).**