

IDENTIFICATION

Department	Position Title	
Justice	Facility Management Officer	
Position Number(s)	Community	Division/Region(s)
82-0248	Yellowknife	Finance/HQ

PURPOSE OF THE POSITION

The Facility Management Officer is responsible for asset management and property management functions for the Department of Justice (DOJ) and provides comprehensive project management and capital procurement services on assigned small and large capital projects. The position is responsible for the ongoing protection of DOJ's capital infrastructure to ensure the appropriate and necessary facilities and equipment are available for the delivery of its programs and services.

SCOPE

Located in Yellowknife and reporting to the Manager, Infrastructure Planning, this position is responsible for:

1. Asset Management: developing and managing a plan for the long-term stewardship of all DOJ-owned major capital assets (~\$210M) and controllable assets (~\$1.7M) through their intended service life, including
 - a. maintaining, analyzing and reporting on inventories, condition & risk assessments, insurance policies, registrations
 - b. ensuring all health, fire, safety and environmental requirements of authorities having jurisdiction are met and up-to-date
 - c. maintaining the controllable asset inventory in the System for Accountability and Management (SAM)
 - d. setting maintenance standards for controllable assets and program specific physical plant
 - e. making strategic recommendations on O&M and capital investments required to optimize the service life of the asset portfolio
2. Property Management: providing oversight and customer service functions on all leased assets (approximately 50 leases, 7600m²), including
 - a. identifying, planning, prioritizing and monitoring maintenance responsibilities in conjunction with PW&S

- b. setting program-specific maintenance standards
- 3. Procurement: coordinating the purchase of capital goods and services required by DOJ for program and service delivery, including
 - a. Developing needs assessment, prioritization, specifications and managing the acquisition of furniture, fittings, fixed and mobile equipment
- 4. Project Management providing management services as the “Owner” in small and large capital projects for maintenance, enhancement and tenant improvements of existing assets as delegated by the Manager for:
 - a. 2 Correctional Facilities – North Slave Region
 - b. 3 Correctional Facilities – Fort Smith Region
 - c. 1 Territorial Courthouse – North Slave Region
 - d. 2 Regional Court Registries – Hay River and Inuvik
 - e. Various Leased Office Spaces in all regions
 - f. DOJ’s minor works budget (~\$100,000).

The position provides technical advice and professional services to Directors, Managers, Wardens and departmental staff in four regions (North Slave, Fort Simpson, Fort Smith and Inuvik). It acts as a liaison between DOJ and various departments and agencies including Public Works & Services (PW&S), the Fire Marshall’s Office, etc. where professional, constructive and sustained relationships must be cultivated. While the position is primarily responsible for all aspects of asset ownership, it is not responsible for:

- the operation of the physical plant and the delivery of maintenance services for those assets which falls to PW&S, or
- the programs delivered within those assets which fall to the management and staff of the resident DOJ Divisions in each facility.

The position provides research and advice regarding the planning for replacement or additional facilities due to physical, regulatory or technological obsolescence, or program delivery changes. The work is accountable under various financial and risk management procedures regarding tangible capital assets, and under safety regulations and various codes and standards related to facilities as adopted by both Territorial and Municipal governments.

The position provides the administrative oversight to ensure that existing facilities and equipment are available for the delivery of its programs and services.

RESPONSIBILITIES

The asset management, property management, capital procurement and project management functions help the department ensure that an adequate, safe, appropriate and sustainable infrastructure is available in the NWT for the delivery of DOJ’s programs and services.

1. Asset Management: The position ensures that the asset portfolio is fit for use over its design service life. Main Activities:
 - a. Maintain a complete and useful inventory of all owned capital assets complete with assessments regarding OHS and environmental risks, utilization, technical/functional condition, etc. for purposes of physical stewardship and long-term planning.
 - b. Ensure property documentation maintained for all relevant authorities having jurisdictions (ex. fire alarm verifications and fire extinguisher tests, GNWT Risk Management for insurance, business resumption planning)
 - c. Coordinate, with PWS and Justice staff, ongoing technical assessments of owned facilities to develop a plan to address preventative maintenance, deferred maintenance, component renewal and to schedule end of life decommissioning and replacement if warranted.
 - i. Coordinate with PW&S and Justice staff to establish multi-year maintenance plans
 - ii. Monitor the implementation of the multi-year maintenance plans to ensure that DOJ facilities are properly maintained, and to provide regular and constructive performance feedback
 - iii. Arrange for reuse or disposal of surplus buildings and equipment
2. Property Management: provide property management assistance to DOJ staff for leased commercial improved property. Main Activities:
 - a. Serve as liaison between DOJ staff in Yellowknife and the landlords of leased facilities for office and program needs;
 - i. provide maintenance and repair procedures to occupant staff, prioritizes and coordinate's upgrades and new work as required to assure leased space meets acceptable quality and operational needs;
 - ii. Conduct periodic inspections of leased office space to verify that space is operated and maintained according to contract requirements, as well as O&M manuals and departmental procedures;
 - iii. Trouble shoot facility issues and manage appropriate prioritized remedial action through the landlord, service contracts, PW&S or minor on-site repair where warranted
 - iv. Serve as the liaison between the DOJ staff and the Courthouse landlord on the day to day operation of the buildings. Issue and monitor the performance of work orders. Maintain repair logs to identify the need for replacement strategies.
 - b. For other facilities, provide technical advice and liaison to DOJ lessees on property management issues.
 - c. Coordinate the design and construction of tenant improvements to office and client program space, coordinating office moves and conducting post-occupancy evaluations with PW&S staff and consultants (see project management below);
 - d. Arrange for repairs and installations to improve energy and materiel efficiency to reduce operating costs for owned buildings;
 - i. Participate on departmental and interdepartmental teams for resource conservation

- ii. Make recommendations to the Manager, Infrastructure Planning, on policies regarding conservation of resources, energy efficiency, waste reduction and recycling, emission reduction, renewable energy sources and resources, healthy and safe environmental practices and work environments.
 - iii. Encourage and facilitate staff initiatives to develop and implement environmental programs within their workplace
 - e. Promote the Occupational Health and Safety of staff
 - i. Respond to Courthouse facility emergencies
 - ii. Participate on the departmental health and safety committee and manage related facility repairs and improvements in coordination with the OH&S specialist (operational procedures).
 - iii. Coordinate with the OHS Specialist on policies and remedial actions regarding healthy and safe work environments
 - f. Coordinate other property management functions such as:
 - i. the provision of multi-lingual way-finding and workspace signage,
 - ii. the storage, replication and issuing of keys
 - iii. coordination of fob-operated hardware repairs with the department's IT
- 3. Procurement: manages approved capital purchases
 - a. Establish Standing Offer Agreements for frequent facility services such as security hardware servicing, hardware core replacement, office furniture repair
 - b. Determine and coordinate the purchase of furniture, fittings and fixed equipment (FF&E) requirements in collaboration with the building users, PW&S, Architect and Engineers
 - c. Determine, in collaboration with program staff, the technical requirements for new or replacement vehicles and equipment
 - i. Research and write specifications
 - ii. Arrange for purchasing, with the assistance of PW&S when required
 - iii. Receive, inspect and inventory new acquisitions, arrange for annual registration and insurance
 - iv. Manage budgets, commitments, expenditures
 - v. Maintain the asset inventories
 - vi. Monitor maintenance and asset condition to ensure design service life is achieved
- 4. Project Management: As assigned by the Manager, Infrastructure Planning, provide project management assistance to DOJ staff, primarily acting as the 'Owner' on contracts administered by PW&S. Main Activities:
 - a. Coordinate, with PWS and Justice staff, ongoing functional assessments of facilities to ensure and review whether they are appropriate for the delivery of Justice programs and services.
 - i. Undertake field inspections and site visits as necessary to consult with stakeholders to ascertain needs, status, condition and fitness for purpose of existing facilities or proposed projects;
 - ii. Coordinate or undertake feasibility studies of viable options
 - b. Act as 'owner' in contracts administered by PW&S

- i. Facilitate the development of needs assessments, operational plans, functional and facility briefs with program staff
 - ii. Assess impact of project budget and schedule on departmental financial and human resources. Prepare substantiation for budget submission.
 - iii. Coordinate temporary and permanent staff relocations
 - iv. Assess and manage project risks under DOJ control and influence
 - v. Participate with PW&S in determining the applicability of and practical limitations to the use of existing and proposed GNWT standards in various community settings and responding with technically appropriate alternatives (interior and exterior finishes, facility layout/orientation, material selection, building envelope assembly concepts and details, energy conservation considerations or concepts)
 - vi. Participate with PW&S in the selection of consultants and contractors
 - vii. Review all design and contract documentation for compliance with functional and operational needs of the department
 - viii. Undertake field inspections and site visits of capital projects as necessary
 - ix. Manage communication with affected management and staff
 - x. Review change orders for impact on funding requirements
 - xi. Facilitate budget transfers and verify project cost plans and expenditures against budgets. Coordinate the preparation of capital budget adjustments, and inter-activity transfers.
 - xii. Work with Project Officers, PWS to prepare variance reports
 - xiii. Review O&M manuals and as-built documentation, arrange storage and retrieval, ensure program staff are appropriately trained in operation
 - c. Ensure accurate and timely asset updates are completed in the System for Accountability & Management (SAM) including additions, disposals and updates.
5. Planning Assistance: The position and the outputs of its work inform the development of various planning documents. The position assists the Manager in the following Main Activities:
- a. Participate in short and long-range capital planning (including controllable FF&E, fixed and mobile equipment), in conjunction with the Departmental Business Planning Process regarding program growth, reduction and evolution
 - b. By assignment, prepare capital standards and criteria, or facility technical standards for various programs (e.g. courts, corrections, coroner, etc.)
 - i. Research relevant standards and criteria from other jurisdictions and assess application in the NWT
 - ii. Keep current regarding new technologies to improve such things as energy efficiency, program delivery efficiencies, etc. related to infrastructure, FF&E
 - iii. Consult with user groups and program managers to determine program requirements including space requirements and equipment
 - iv. Prepare and revise DOJ Capital Standards and Criteria Manuals and directives and ensure manuals remain current
 - v. Develop costing models to validate appropriate and affordable capital standards
 - vi. Ensure department standards meet related national and territorial building

- i. standards, codes and legislation as applicable
- b. Contribute to program review and performance audits where the role of facilities is a contributing factor
- c. Make best practice documentation available as it relates to the facility aspects of the DOJ programs and services

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge

The officer has knowledge of asset management, property management, procurement, and project management including project planning, scheduling, contract administration, and compliance inspections and can work with GNWT procedures on all of these functions. It requires a general understanding of the regulatory environment governing facilities. A general technical understanding of all building systems sufficient to identify maintenance work packages is required. This position also requires estimating and financial skills to assist in the development of budgets and to control expenditures.

Skills:

The position requires the following skills:

- verbal and written communication,
- negotiating
- excellent interpersonal skills to facilitate customer service, decision-making, conflict resolution, problem solving, and sound planning
- identify, research, analyze and resolve complex and conflicting data and to communicate complicated technical information
- team-building and motivation
- office software, specifically in word processing, spreadsheets, email

Abilities

The position requires the ability to:

- Work in a high stress multi-tasking environment with tight deadlines
- Work closely with clients, consultants, contractors, and authorities having jurisdiction
- Deal with individuals where a high degree of tact and diplomacy is required
- Work in a Cross Cultural Environment and understand a diverse group of clients and staff

Typically, the above qualifications would be attained by:

Designation as a Certified Property Manager or Facilities Management Administrator with three years' experience; or a Project Management Professional with five years' experience; or an equivalent combination of facilities training and experience.

WORKING CONDITIONS

Physical Demands

About 60% of the time is spent working in an office environment. The remaining 40% are spent travelling to and from job sites and performing onsite job inspections in all regions where the department maintains offices, courts and correctional facilities or mobile assets.

Environmental Conditions

The person is exposed to extremes in temperature, potentially confined spaces (crawl spaces under facilities), and occasionally hazardous materials while inspecting sites.

Site visits to correctional facilities places the incumbent in secure areas at the same risk as correctional centre staff.

Sensory Demands

The person in this position is subject to long periods of concentrated focus while working with computer programs such as word processor and spreadsheet programs, or conducting inspections of physical plant and equipment, construction sites and mobile assets often under contractual deadlines

Mental Demands

This position requires tact while resolving conflicts with contractors, consultants, facility users and staff of other departments.

ADDITIONAL REQUIREMENTS

Position Security (check one)

- ☐ No criminal records check required
- ☒ Position of Trust – criminal records check required
- ☐ Highly sensitive position – requires verification of identity and a criminal records check