

NOTIFIED
INTERVIEW
21/6/01 11:00 AM

Darren Bullock
5 Willoughby Crt
GRASMERE 2570

21st May, 2001.

Shane King
Personnel Services
Level 6 Mc Kell Building
2 - 24 Rawson Place
SYDNEY NSW 2000.

Dear Mr King,

Re: Position of Project Officer
DPWS Staff Grade 9/Senior 1
Position No: DPWS 2001/095

I wish to apply for the above-mentioned position of Project Officer as advertised in the Sydney Morning Herald on Saturday 12th May, 2001.

I have been employed within the building industry for the past twenty years, during this time I have dealt with all areas of construction including housing, commercial and government projects, covering maintenance and construction for various clients to meet time frames and budget restraints.

I believe that the duties included in my previous and current positions show a close relationship to the specified criteria of this role. My experience involves the implementation of programs and policies to accomplish efficient project and facilities management, maintaining properties and associated assets, whilst ensuring they are of quality standards, cost effective and comply with relevant codes.

If you require any further information please don't hesitate to contact me during business hours on 0413 603 149 or (02) 4655-1402 after hours.

Yours faithfully,


DARREN BULLOCK

Advised E List
6/7/01

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Claim for the Position

Project Management Experience

My project management skills have been developed by initial training with Department of Public Works from running small work jobs to major construction management of schools and bicentennial projects, involving detailed heritage works in the city region with high profile clients such as the Governor General's and Premier's Departments.

Following this my role with Westpac included managing the facilities management contract of 900 bank owned houses and a network of 398 branches. This was achieved by an annual audit of all premises by my team of six supervisors to provide bank management with a prioritised and costed list of capital and maintenance works. Capital works for Westpac ranged from 0.3 – 5.0 million dollars with a cyclic maintenance budget of 14 million dollars. In my management of these works I dealt with numerous consultants of all facets of the building industry. A cost saving of 5 million dollars per annum was achieved on Westpac cyclic maintenance with no loss of work quality or time restraints.

Supervision of Contracts

Westpac major works were supervised under a purpose written contract designed specifically for out of hours and security driven works whilst using the basic guidelines set out in AS 2124.

In my role with Gamis Servicing Industries (who was a major Sub-contractor for Progroup) I operated my works team under guidelines from AS 2124 from a contractors point of view giving me experience from both sides of the contract. This was carried out with minimum resources with time line graphing to monitor job progress. Weekly team meetings were held to monitor progress and resolve job issues whilst creating new initiatives and giving feedback to field staff on progress of contracts.

Budgeting and Programming

Early on in my career with Public Works I attended the Departments Internal Estimating School at Crows Nest and achieved the highest result. This gave me an excellent background not only to obtain estimates of costs for proposed works but also to ascertain if quotes received were cost justifiable.

Over the past twelve months, my team and I at AAMI were given a goal to reduce cost per claim by 15%. At year-end, a figure of 35% was achieved by rotation of contractor base and monitoring of work supply and negotiating with suppliers/contractors on each quotation received to obtain the best possible quote.

In my time at AAMI I have initiated new procedures for monitoring contractor performance and customer feedback, achieving not only better cost performance in dropping claims cost, but also maintaining customer satisfaction and therefore retaining customer base.

Communication Skills

In my current position with AAMI efficient communication is essential between contractors, insured owners and lower to upper management. This is carried out in written, e-mail and verbal format. All types of above communication need to be shared between relevant parties on a level that each party can clearly understand, i.e. technical to building professionals, contractors etc. or in layman's terms to non technical background persons. This is sometimes best conveyed by diagrams and/or pictures depending on individual circumstances.

At AAMI I have designed the paperwork used by our assessing team to report on claims. I have conducted detailed investigations in regards to fraud matters and public liability claims in order for legal action to proceed. Both with Public Works and Westpac I have held positions in which I have had to transfer the clients brief to working practice to obtain best results for the client and the service provider.

Dispute Resolution

One of the best forms of dispute resolution is to have an open communication format where every individual has an equal say. I have used this technique on a day to day basis and have seen excellent results. Staff don't see themselves as being talked down to by superiors, but still understand and respect manager or management's decisions and aims.

At AAMI I have implemented a dispute resolution process where if an insured's claim cannot be dealt with on a verbal, one on one situation it progresses through set stages. These are outlined to the insured to make sure that they are comfortable and aware of what is going on without them feeling as though they are being swamped with red tape. A dispute resolution pack is given to all relevant parties and external bodies give neutral help.

Quality, Safety and T.A.M Principles

From early in my career I have achieved self-quality in obtaining the Public Works award for the Apprentice of the Year in 1984 and passed the Building Construction and Management Internal Estimating School at the top of the class. I have achieved honours results at T.A.F.E and have reflected this in my work environment.

I endeavour each day to be proud of what work has been carried out. Some of the projects I have dealt with in my long term experience in hands on and supervising works have won architectural awards for excellence not only for design but construction and finish including Parliament House, Chief Secretaries, Opera House and Lands Department.

Through working in environments including both on site and in office situations I have constantly been aware of the health and safety issues that affect personnel and the situations that can arise. This has been further improved by training courses on OH&S issues, both in the government and private sector.

Total Asset Management principles were implemented in Westpacs roll out of a one stop banking program where 300 branches were reimaged to provide a more user-friendly environment for customers and staff. This was carried out by surveying branches and auditing customer requirement then formatting a budget proposal and brief to the banks board. Implementation of the program was carried out by a team of four specialist staff and selected contractors who tendered for the work. The program was delivered early, due to job tracking control, negotiation, and bonus rewards for contractor performance with a budget saving of 8 million dollars out of a plan of 40 million dollars.

Computer Applications

My knowledge of computer applications is varied as I have worked in both government and private enterprise and have been trained to use varying programs and management systems.

I have also attended T.A.F.E and completed a Computer Applications in Building Course which followed on from the Building Certificate Course.

At Westpac I was on a project team which designed and implemented Westpacs 'Hornet' job project management and payments tracking system. Due to having a broad background in management computer applications I am certain I would be a valuable asset in initiating ideas to any team.

EEO, OHS&R, EAPS

Initial training through Public Works both in the theory and practice of, gave me a firm basis for understanding EEO and OHS&R principles.

In my current role at AAMI I am the front line face for the organisation and assist all groups and minorities. This has given me an insight into diversity of people, and the fact that whether it be employees, contractors or the general public, each person is to be given equal opportunity to succeed or to be heard.

OH&S is in use in every day life and my practical experience over my 20 years in the work force has given me a broader overview of what can happen to people if these issues are not considered on a day to day basis. I know that I can relate these standards to all situations and hope that this can be passed on to others.

Conclusion

In placing my claim for the position of Project Officer I feel that I have the knowledge, ability and experience to succeed and be a valuable asset to the Department of Public Works and Services whilst also furthering my own career.

As I have outlined in my claim I have a wide and varied range of experience through different facets of building disciplines.

By reading the information outlined in the Applicant Information Package I know the position will be challenging and rewarding and if successful I hope to have a long relationship with the Department.

Personal Details.

Name: Darren William Bullock

Address: 5 Willoughby Circuit
Grasmere NSW 2570

Telephone: [REDACTED]

Date of Birth: [REDACTED]

Nationality: Australian

Marital Status: Married with two children

Licenses: Gold Builders License No. 39283
Gold Class One A Drivers License - NSW

Education and Training.

Tertiary

Education:

1988 Computer Applications in Building
St George TAFE

1987 Building Certificate
St George TAFE

1986 Building Foreman and Clerk of Works
Certificate
St George TAFE

1983 Carpentry and Joinery Certificate
St George TAFE

Secondary

Education:

1980 School Certificate
Peakhurst High School

Courses.

Specialist Asbestos Removal Course NSW
Building & Construction Industry Training

Lotus 1 2 3 Introduction and Advanced

Lotus for Windows Release 4.0

Lotus for Windows 3.1

Microsoft Word

Office Project

Excel 6.0

Leading Customer Focus

EEO Principles

Negotiate to Win

Effective Speaking

Leadership and Coaching

Total Quality Management Awareness

First Aid Certificate

Employment History.

**1998 - Present: HOME OPERATIONS MANAGER
AAMI**

My current role involves:

- Providing leadership for the home team and claims area.
- Monitor staff performance and training.
- Control cost and time constraints with builders and suppliers.
- Negotiate with insurance bodies on policy issues to improve home product.
- Monitor tendering process through KPI's.
- Ensure customer service is achieved and any complaints are monitored and finalised through appropriate channels.

**1997 - 1998: FACILITIES MANAGER
Gamis Servicing Industries.**

In 1998 I took on the position of Facilities Manager for Gamis Servicing Industries. The prime responsibilities of the role were:

- Manage the completion of construction and maintenance assignments in compliance with contractual documentation.
- Communicate and relate to clients on all types of building matters.
- Establish project tender processes, appoint project teams and procure materials in accordance with project specifications and budgetary limits.
- Authorise project design, planning and construction phases including the engagement of contractors.
- Monitor the OH&S standards of all construction and maintenance planning and processes.
- Manage the performance of the construction and maintenance team through continued skill development and performance management to ensure the retention and development of appropriately skilled staff.
- Develop an asset management programme to control, log and monitor surplus equipment.

**1993 - 1997: NSW OPERATIONS MANAGER
Westpac Banking Corporation**

Manage a retail minor works team consisting of fourteen specialist technical staff and a large sub-contractor base responsible for the implementation of \$14.4 million worth of programmed minor works, including the bank's housing and Branch portfolio of 900 owned and leased properties requiring maintenance and construction of new premises and implementation of service line requests received on a daily basis. In this position my responsibilities include:

Project Scheduling

- Define all activities to meet the brief and develop an overall schedule. Monitor the schedule to project completion, adjust to accommodate changing circumstances if necessary.

Contract Administration

- Co-ordinate bank supplied items and nominate sub-contractors.
- Attend site meetings to ensure builder is complying with contract details and monitor and process variations, progress claims, extension of time etc.
- Control defects liability, retention procedures and contract completion requirements.

Cost Control

- Monitor and control overall costs to meet set budgets (including contractors, consultants, staff, authorities etc.)
- Monitor and control variations to contract.
- Reporting requirements to Manager, Major Building Works.

Project Management

- Ensure quality standards are maintained.
- Co-ordinate all aspects of the projects from documentation to completion.

**1991 - 1993: PROJECT CO-ORDINATOR NSW
Westpac Banking Corporation**

This involved the supervision of the construction phase of major building projects (fit-out and building construction) to meet project objectives, time, cost, quality and compliance to project briefs. Four to five projects were run at any one time with a yearly responsibility for thirty to forty projects. These projects were in the range of \$75,000.00 to \$1 million. Retail minor works and minor building works for maintenance and minor fit-outs was also incorporated under this job role.

1989 - 1991: CLERK OF WORKS

Westpac Banking Corporation

In my initial position I was required to supervise building works. This required developing and monitoring strict time schedules to ensure minimal disruption to banking premises and negotiation with suppliers and contractors to ensure the cost effectiveness of the projects I was responsible for. My role involved extensive travel to various sites extending from Sydney to Mildura.

1988 - 1989: GENERAL FOREMAN

Department of Public Works

Supervision of day labour staff including maintaining workplace safety. Organization of tradesmen and materials so as workflow is continuous throughout progress of works. Liaison between day labour staff, contractors and Client Departments. Attend client building committee meetings and provide necessary job status reports as required. Control expenditure of contract and day labour jobs. Checking of timesheets and leave applications. Provide job audit reports. Ensure the principals of equal employment opportunities are applied.

1986 - 1988: GENERAL ESTIMATOR

Department of Public Works

Contract supervision and administration. Preparation of detail cost estimates, specifications, quantity lists and variations. Reports on plans and specifications. Liaison with Government Departments and various other groups. Assessment and reporting of costs of damage caused by fire, storm and burglary. Interpretation of codes of building standards for various types of building works.

**1985 - 1986: LEADING HAND CARPENTER
(1-5, 6-10)**

Department of Public Works

Running of job sites and site supervision of day labour staff and Department contractors, for work ranging in value from minor works to \$1.5 million. Reading and interpretation of plans and specifications. Measuring quantities and ordering materials. Issuing instructions to day labour staff and contract workers. Keeping day to day diary of all activities on site. Filling out timesheets and construction schedules.

1984 - 1985:

**CARPENTRY TRADESMAN
Department of Public Works**

General building construction work including building maintenance, setting out of building and associated work, such as drainage and ground works. Internal framing formwork, fitout and joinery. Supervision of day labour staff of various trade backgrounds.

1981 - 1984:

**APPRENTICE CARPENTER
Department of Public Works**

Acquired various building skills whilst on works from maintenance to large building construction.

References.

David Salmon

Director - A & DJ Salmon Pty Ltd

Phone: 9520-4749
0419 424 570

Ki Seong

Director - Gamis Pty Ltd

Phone: 9742-6033

Steve Burtenshaw

AAMI - 0413 603 135