

Darren Bullock
25 Banksia Rd
Mount Annan 2567

Recruitment Officer,
Mine Subsidence Board
PO Box 488G
Newcastle NSW 2300

Re: Position of District Manager
Mine Subsidence Board
Illawarra/Southern Tablelands/South Coast, Picton
Position No. MSB 03/101

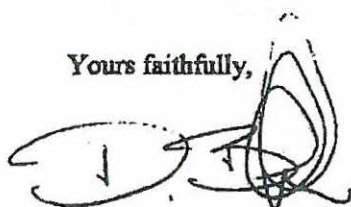
Please find attached my Application, Resume and supporting statement for the above position. My personal profile and experiences are included. Referees are available on request.

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

I believe that the duties included in my previous and current positions show a close relation to the specified criteria of this role. My experience involves the implementation of programs and policies to accomplish efficient project management, 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 on 0438 294 041 or (02) 9795 0721 during office hours.

Yours faithfully,

A handwritten signature in black ink, appearing to be 'Darren Bullock', written over a circular stamp or seal.

DARREN BULLOCK

Personal Details.

Name	Darren William Bullock
Address	25 Banksia Road Mount Annan NSW 2567
	Moving to: [REDACTED] [REDACTED] end of October
Phone Number (home)	[REDACTED]
Phone Number (work)	(02) 9795 0721
Mobile	[REDACTED]
E-mail	darren.bullock@dpws.nsw.gov.au
NSW Government Employee	Yes
Employment Status	Permanent
Current Agency, Position, Grade	Department of Commerce, Project Officer, 9 Senior 1. Currently Acting Minor Capital Works Coordinator, Senior Professional Level 1

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.

The New Supervisor

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.

2001 – Present: PROJECT OFFICER 9 Senior 1
Department of Commerce
(Formerly Department of Public Works & Services)

- Managing and delivering solutions in consultation with Client's needs.
- Manage and co-ordinate staff to be effective and efficient.
- Develop solutions particularly in the building, mechanical and electrical specialist services areas.
- Leading and directing staff and associated resources to ensure delivery of a range of complex projects and services with in time, budget and quality parameters
- Ensure relevant policies and procedures are met.
- Prepare reports distribution to clients and maintain internal reporting systems.
- Develop and maintain close working relationships with senior representatives of client organisations, to ensure ongoing work is received and that client expectations are met.
- Ensure customer service is achieved and any complaints are monitored and finalised through appropriate channels.

1998 – 2001: HOME OPERATIONS MANAGER
AAMI

My role involved:

- Providing leadership for the home team and insurance 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.
- Investigate claims and assess losses.

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:

- Establish project tender processes, appoint project teams and procure materials in accordance with project specifications.
- 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. These people were 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. Which required 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

- 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.

Glenn Downie
Manager Sydney South
Department of Education & Training
Properties Services Unit
Mobile 0412 952 259

Lou Fantini
Acting Regional Programs Manager
Department of Commerce
Project Services Branch
State Projects and Regional Services
Mobile 0419 493 374

Selection Criteria

Clerk of Works Certificate or equivalent

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

Experience in Building Industry

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.

My most recent role of Project Officer at Department of Commerce has shown me to manage and control major/complex and sensitive building

and construction programs in an efficient manner within cost, time and quality targets as agreed by clients and Government.

Currently I am acting in the position of Minor Capital Works Coordinator, which has furthered my knowledge of team building and leading by example to get the job done. Providing advice on project matters and direction to staff on technical matters, project management, contract administration and other matters.

During the past year I have lead a combined team of internal staff and consultants to provide project delivery of Preschool's Upgrade Program which achieved not only client satisfaction but recognition as a finalist in DPW & S Excellence Awards 2002. Work involved briefing by client and scoping and costing by team by elements so any change in brief could be altered and managed with minimal disruption and cost to client.

Managerial, interpersonal, negotiation and conflict resolution skills

In my position with AAMI efficient communication was essential between contractors, insured owners and 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.

Whilst at AAMI I 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.

I have had to present fee proposals and C21 Start up and Close up Workshops in front of staff, contracts, consultants and client bodies, which as achieved through notes, diagrams and visual displays.

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.

Whilst at AAMI I 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.

At Department of Commerce I have developed close relations both with internal staff and client representatives. This has been developed through face to face contact and providing reports for distribution to clients. Maintain internal reporting systems, which reflect back to client.

I have strived to maintain close working relationships with senior representatives of client organisations, to ensure ongoing work is received and that client's expectations are met in relation to time, cost and quality.

Partnering has been an essential part in delivering solutions for all client's and to make them become part of overall project team to achieve a outcome which is right for both client and our department.

Experience in report writing and computer use

Monthly reporting on construction progress to both Departmental and client's in a concise and informative way forms part of my duties in my current role. Whilst in the position of Home Claims Manager at AAMI I provided assessment reports for of loss adjustment and claims briefs.

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 Westpac's '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.

Department of Commerce uses MIM's accounting package to administrate contracts and these are supplemented by Microsoft Office, Word and Project which I am converse in their use and functions.

Understanding of tendering and contract negotiation process

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 tenders received were cost justifiable.

At AAMI I 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 tender received to obtain the best possible tender result.

In my time at AAMI I 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.

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.

Knowledge and understanding of Quality, Safety, EEO, EAPS, Ethical Practice, OHS 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 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 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.

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

In my role at AAMI I was the front line face for the organisation and assist all groups and minorities. This has given me an insight into ethnic affairs and 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.

I have ensured that the Government and Department of Commerce's policy is implemented on each project. Reviewing OHS plans required, plan for the proper management of sites with hazardous substances, monitor the implementation of OHS plans and ensure that corrective action is taken where non-conformance is detected.

OHS 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 District Project Manager I feel that I have the knowledge, ability and experience to succeed and be a valuable asset to the Mine Subsidence Board 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 further my relationship with the Board.