

Position Description

Facilities and Asset Manager

Branch: Property & Assets

Location: Support Centre

Reports to: General Manager – Facilities & Capital Works

Direct Reports: Nil

Effective Date of PD: January 2024

Primary Objective:

The Facilities and Asset Manager leads the whole of life maintenance cycle, including acquisition, renewal, and disposal for the building, plant, equipment, and other physical assets of Lutheran Services. The position ensures the performance and operations of built-form assets at each of our Lutheran Services sites across Residential Aged Care, Retirement Villages, Home Care and Community Services. The Facilities and Asset Manager ensures all relevant capex projects are delivered within program timeframes, meet our Lutheran Services minimum quality standards and specifications and within authorised budgets. The Facilities and Asset Manager ensures Lutheran Services assets are preventatively maintained to the appropriate standards to ensure safety, cleanliness, suitability, useful life and return on investment is optimised.

Key Relationships and Position Dimensions:

The position will consult, collaborate and network with:

- Support Centre employees;
- Site and Service Managers;
- Service maintenance personnel;
- External Contractors & Consultants.

This position has no direct or indirect reports and is not responsible for an operating budget.

Key Accountabilities:

Leadership Accountabilities:

At Lutheran Services, we place equal value on the outcomes we achieve and the behaviours we demonstrate. Our competency framework provides the basis of behavioural expectations for all employees. All positions are accountable to the values and behaviours set out in the Lutheran Services Competency Framework.

The Facilities and Asset Manager is a **Leader of Self**.

Leader Of Self:

- Ensure that personalised client needs are met through effective application and appropriate escalation of client feedback;
- Build strong relationships with team members and clients to work effectively towards common values and goals;
- Proactively initiate problem-solving and identify areas for improvement to achieve successful outcomes;
- Actively engage in coaching and feedback to guide development and stay focused, resilient, and values-driven;
- Work in a simplified and efficient manner to meet service delivery expectations, client needs and organisational objectives.

- Act in a consistent and proactive manner that identifies and utilises resources efficiently to deliver high-quality outcomes.

Role Specific Accountabilities:

Management of refurbishments, capital works in existing sites:

- Create project schedules that describes the timeline, activities, dependencies and project milestones, including monitoring and reporting.
- Effective communication and liaison with key internal and external stakeholders.
- Key contact and liaison point with all consultants directly contracted by LS for the project.
- Oversee the engagement and the contractual arrangements of external parties;
- Monitor the performance of consultants, contractors, subcontractors and external service providers; and
- Ensure all maintenance and trade work activities comply with all statutory and regulatory requirements.
- Coordinate Lutheran Services project team meetings with key stakeholders, e.g. /Retirement Managers, RV Sales Staff, ICT Managers, Maintenance Officers and Hotel Services Manager, to ensure operational outcomes are maximised within budgetary constraints.
- Monitor projects progress from inception and generate reports for the General Manager and Executive Lead
- Consult the General Manager concerning any delays in the planning, design and construction process, ensuring this is included in written reports with mitigation strategies.
- Contract documentation executed for all works to industry standards and approved by the General Manager
- Ensure a transparent procurement process in line with company policies & key procurement strategies.
- Monitor project progress and works quality by attending site meetings and undertaking works inspections with appending reports as required.
- Prepare periodic status reporting, site visit reports and scheduling meetings to facilitate a successful implementation to the required standards.
- Monitoring of project budget, variation management and accounts approval in consultation with the General Manager
- Review invoices and recommend for approval or clarification as appropriate.
- Monitor projects compliance with both the Building Code of Australia and the Commonwealth Aged Care accreditation requirements
- Monitor key risks identified during all phases, document these with key mitigation strategies on an ongoing basis.
- provide formal and informal reports by designated timeframes;
- provide advice, regular updates and reports to the GM and Executive Lead

Maintenance Services:

- ensure all buildings meet essential service maintenance requirements for their smooth operation;
- develop, in conjunction with Site Service Managers and Maintenance teams, the maintenance programme including preventative maintenance for all Lutheran Service's land, buildings and plant/Equipment;
- liaise and communicate capital and maintenance activities with the Board, relevant managers, and other appropriate staff; and
- ensure that all works are carried out to the agreed timeframes and budgets are met.

Capital Maintenance Budget and Program:

- Develop in conjunction with Site Service managers and the General Manager Facilities and Capital Works the annual capital and maintenance budget;
- ensure planned work is suitably completed throughout the financial year;
- prepare proposals for submission for the GM/EL and/or CEO for minor works approval;
- ensure capital and maintenance purchases represent value for money.

Health Safety and Compliance:

- ensure that each site complies with all Commonwealth, State and local laws, regulations and standards for health and safety;
- Implement and monitor programs to ensure all sites and buildings are workplace, health and safety compliant.

Position Requirements:

Essential:

- Hold a degree/diploma in Project Management, construction management or have held a position in project management, or similar, for at least 5 years
- Demonstrated ability to effectively manage multiple tasks and projects simultaneously
- Current White Card or the ability to obtain
- Maintain current and unrestricted Queensland Drivers Licence
- Demonstrated experience in document control and record keeping
- Maintenance of a satisfactory criminal history through National Police History check.
- Strong track-record of delivery in construction, property, capital works and/or project management. Preferable in the Aged Care and Retirement Living asset classes.
- Budget monitoring experience, including analysis and management of costs and variations
- Strong knowledge of trades and services (including electrical, plumbing, mechanical, carpentry and fire services).
- Demonstrated ability to interpret specifications, drawings and technical information
- Sound financial skills in feasibility and cashflows and budget management
- Excellent verbal and written communication skills, including an ability to prepare high level reports to Senior Management and/or external parties
- Strong critical analysis, problem solving, planning and decision-making
- Exceptional interpersonal and stakeholder management skills
- Competent computer skills with proficiency in the Microsoft Office suite (Word, Excel, PowerPoint, Project)
- A basic knowledge of the requirements of the Aged Care Standards as applicable to the role.

Desirable:

- Prior experience in the Aged Care or Community Services sector.