

Facilities Coordinator, North East

Position Description

Directorate:	Finance and Corporate Services Directorate
Reports to:	Regional Property Manager, North East
Direct reports:	NIL
Location:	<p>Preferred locations:</p> <ul style="list-style-type: none"> - Metro/South – either (1) Lewisham (2) Woolloomooloo offices; - North East – either (1) Newcastle, (2) Armidale, (3) Lismore offices; - West – either (1) Orange, (2) Parkes, (3) Wagga Wagga offices. <p>Otherwise, flexible within any of the Society's main metropolitan or regional offices across NSW.</p>
Primary position objective:	Manage all property maintenance and operational activities across the Property Portfolio.

The St Vincent de Paul Society is an Equal Employment Opportunity Employer

Directorate overview

This position is in the Finance and Corporate Services directorate. The teams within the directorate and their functions are:

Information and Communications Technology: this team is responsible for state-wide ICT strategy, ICT project management, design and implementation of new ICT systems (e.g. CRM, Business Intelligence), ICT service desk, and cybersecurity.

Finance and Accounting: this team is responsible for state-wide finance policies and procedures; finance shared services (accounts payable, accounts receivable); treasury and investment functions; financial reporting to external stakeholders; financial strategy and special projects.

Group Financial Planning and Analysis: this team is responsible financial budgeting, forecasting and reporting; targeted financial analysis for senior management; strategic and operational advice to senior leadership to improve financial decision-making and business performance; and financial business partnership. The Finance Manager roles embedded in Vinnies Services and Commercial Enterprise, Fundraising and Communications directorates sit with this team.

Corporate Services: this team is responsible for state-wide property management; facilities management; procurement; and fleet.

Accountabilities and responsibilities

The Facilities Coordinator will:

- Contribute to the successful implementation of the Strategic Plan (including the Property Strategy) within the Finance and Corporate Services directorate.
- Develop, maintain and implement an integrated Facilities Maintenance and Management Plan to manage all property maintenance and operational activities including appropriate service delivery benchmarks.
- Oversee the delivery of all facilities maintenance and operations services to the required standard in accordance with the Facilities Maintenance and Management Plan whether delivered in-house or via third party contractors.
- Develop, maintain and implement the required policies and procedures to give effect to the Facilities Maintenance and Management Plan.
- Provide input to, and coordinate with, the Manager, Property to ensure that:
 - any local issues have been identified and taken into account in state-wide property and asset management activities, facilities contracts and facilities management strategy; and
 - there is streamlined delivery of all facilities services (whether delivered in-house and via third party contractors).
- Ensure a safe working environment for members, staff and volunteers by implementing the Society's workplace health and safety practices.
- Ensure that contractors, staff and volunteers complete relevant pre-engagement checks (National Criminal History check, and where required Working With Children Check); act in accordance with the organisation's Code of Conduct and Member and Volunteer Charter; and comply with the organisation's Workplace Health and Safety program.
- Ensure that effective risk management protocols and procedures are in place to ensure compliance with legal, employment and governance requirements

Critical Key Performance Indicators (KPIs)

- Development of appropriate service delivery benchmarks for all facilities.
- Increased satisfaction and operational effectiveness of facilities via, in part, achievement of appropriate service delivery benchmarks.
- Members, volunteers and staff report facilities that meet safety standards.
- Develop cost effective preventative asset management programs.

Key working relationships

In addition to the Director, Property and Facilities and their direct reports, the Facilities Coordinator will foster close working relationships with:

- Regional Directors, Membership, Volunteers and Regional Operations (Membership, Volunteers and Regional Operations);
- Directors (Vinnies Services);
- Director, Retail and Logistics (Commercial Enterprise and Fundraising);
- Director, Work, Health and Safety (People and Culture);
- Director, Procurement and Fleet (Finance and Corporate Services).

Essential criteria

Critical capabilities

There are nine capabilities expected of all leaders across the Society:

- **'People we serve' centric:** (Level 3) Manage the delivery of high-quality services that provide a hand up for the people we serve.
- **Values based leadership:** (Level 3) Manage teams and areas of work to align to the Society's mission, vision, values and lay Catholic heritage.
- **Impact focus:** (Level 3) Manage the delivery of positive impact through informed decision making and efficient and effective use of resources.
- **Collaboration:** (Level 3) Manage collaboration with Conferences, directorates and teams to create opportunities, solve challenges, foster the Society's mission and implement the Strategic Plan.
- **Change leadership:** (Level 3) Manage and mobilise resources to deliver change.
- **Team performance:** (Level 3) Manage and develop individuals and teams to deliver against Society's strategic priorities.
- **Digital engagement:** (Level 3) Manage virtual, dispersed teams and stakeholders using digital tools.
- **Innovation and improvement:** (Level 4) Promote and enable innovative approaches to service delivery and ways of working.
- **Financial acumen:** (Level 3) Manage the team's resources, projects and services to deliver positive outcomes within budget.

Role-specific criteria

- Demonstrated relevant industry experience.
- Demonstrated ability and expertise in overseeing effective implementation of initiatives.
- Demonstrated ability to manage both in-house and outsourced facilities maintenance and operations services.
- Demonstrate knowledge of WHS standards and building codes.
- Excellent written and oral communication skills, including the ability to communicate with key stakeholders from a variety of backgrounds and in providing accurate reports.
- Excellent interpersonal and relationship management skills, with a proven ability to collaborate effectively with internal and external stakeholders.

Desirable criteria

- Experience working in a membership-based organisation to support and empower members and volunteers.
- Experience with or exposure to operational issues in the not-for-profit sector.
- Demonstrated understanding of the financial performance levers associated with property assets.