

# Facilities Coordinator, North East

## Position Description

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

**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.

**Property and Facilities:** this team is responsible for state-wide property management and facilities management

**Procurement and Fleet:** this team is responsible for procurement; and fleet.

**Payroll:** this team is responsible for organisation wide payroll.

## Accountabilities and responsibilities

The Facilities Coordinator will:

- Contribute to the successful implementation of the Strategic Plan (including the Property Strategy) within the Finance 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 (Corporate Services);
- Director, Procurement and Fleet (Finance).

## 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.