



## POSITION DESCRIPTION

<b>Position Title:</b>	Facilities Coordinator
<b>Location:</b>	Box Hill
<b>Reporting to:</b>	Facilities Manager
<b>Direct Reports:</b>	Nil

### ORGANISATIONAL CONTEXT

#### Our Vision

The Society aspires to be recognised as a caring Catholic charity offering 'a hand up' to people in need. We do this by respecting their dignity, sharing our hope and encouraging them to take control of their own destiny.

#### Our Mission

The St Vincent de Paul Society (the Society) is a lay Catholic organisation that aspires to live the gospel message by serving Christ in the poor with love, respect, justice, hope and joy, and by working to shape a more just and compassionate society.

#### Our Values

- **Commitment:** Loyalty in service to our mission, vision and values
- **Compassion:** Welcoming and serving all with understanding and without judgement
- **Respect:** Service to all regardless of creed, ethnic or social background, health, gender, or political opinions
- **Integrity:** Promoting, maintaining and adhering to our mission, vision and values
- **Empathy:** Establishing relationships based on respect, trust, friendship and perception
- **Advocacy:** Working to transform the causes of poverty and challenging the causes of human injustice
- **Courage:** Encouraging spiritual growth, welcoming innovation and giving hope for the future

#### Our Services

The St Vincent de Paul Society's members and volunteers provide practical support, advocacy and friendship to the most vulnerable in our community.

Key services include home visitation; youth programs; soup vans; assistance for asylum seekers and refugees; Compeer programs for people experiencing mental illness; education and tutoring; overseas development programs and a range of accommodation and social services through the VincentCare Victoria network.

Volunteer service is the backbone of the St Vincent de Paul Society. The Society is made up of dedicated 'members'; all who volunteer their time to undertake a range of community support activities at a local level ('conference'), semi-regional level ('regional'), regional level ('central'), and state level ('state'). There are also a number of volunteers who form part of collaborative state and national committees, special works and also service the Vinnies Shops.

The St Vincent de Paul Society in Victoria has more than 3,458 members and 8,660 other volunteers. In Australia, there are 19,950 members and 38,025 volunteers. Internationally, the Society operates in 150 countries and has over 800,000 members and volunteers.



## PURPOSE OF ROLE

Reporting to the Facilities Manager, the Facilities Coordinator is responsible for the effective maintenance and management of the Society's infrastructure assets comprising a significant and diverse property portfolio consisting of:

- Retail shops;
- Warehouse/Distribution Centres;
- Head office (Box Hill);
- Assistance Centres; and
- Other sundry properties.

This role is responsible for developing and implementing maintenance, environmental and building operational management strategies to improve service, financial and asset performance and minimise risks to the organisation.

In addition, the Facilities Coordinator is required to manage the property-related capital works program for the Society. This involves co-ordination of annual capital expenditure budgets and long-term (4-5 year time horizon) planning based on condition reports and other inputs. At the direction of the Facilities Manager this will involve varying roles for each project within the program; from oversight of fully outsourced project managers; direct project management; supervision of trades; and in some limited cases hands-on construction work on projects.

The role also supports members and volunteers to be effective in their responses to the most disadvantaged in our communities.

## KEY ACCOUNTABILITIES

Key Accountability	Deliverables
<b>Contribute to the organisational culture</b>	<ul style="list-style-type: none"> <li>• Demonstrate understanding and empathy with the mission and ethos of the St Vincent de Paul Society and ensure the Society's values are incorporated into all aspects of the performance of the role</li> <li>• Respect the Catholic values inherent within the Mission of the organisation and the expression of spirituality and reflective practice in the workplace</li> <li>• Positively contribute to and influence organisational culture</li> <li>• Actively participate in activities that develop your personal and professional skills, knowledge and experience</li> <li>• Regularly attend and actively participate in all team / divisional and organisational meetings</li> <li>• Contribute to developing a culture of continuous improvement and respond positively to change</li> </ul>
<b>Safety</b>	<ul style="list-style-type: none"> <li>• Take reasonable care for your own safety and that of others that may be affected by your actions or lack of actions</li> <li>• Report hazards (in Riskware system) within 24 hours of identification</li> <li>• Manage day to day risks in line with policy and procedures</li> </ul>
<b>Property Maintenance</b>	<ul style="list-style-type: none"> <li>• Utilize the WMS system to develop and manage all preventative (PM) and reactive maintenance (RM) requirements and ensure that WMS is used as a single source of information storage for PM &amp; RM activities for all owned and leased assets</li> <li>• Plan, allocate, coordinate and follow-up on all required works and</li> </ul>



Key Accountability	Deliverables
	<p>documentation by external contractors in consultation with stakeholders where applicable</p> <ul style="list-style-type: none"> <li>• Monitor and review performance of contractors and contracts in accordance with KPI's, regulatory, legislative and AU Standards requirements</li> <li>• Advise and assist in the development and preparation of service contracts and manage contracts in accordance with best practice industry standards</li> <li>• Administer expenses associated with property maintenance activities in accordance with SVDP policies and procedures, ensuring efficient use of Society resources</li> <li>• Re-allocate non-facilities related invoices to the relevant line managers for verification and sign-off</li> <li>• Ensure that the WMS environment is up to date at all times and current statuses of activities as reflected on the dashboard reports is within agreed parameters, as determined by the Facilities Manager</li> </ul>
<b>Financial Management</b>	<ul style="list-style-type: none"> <li>• Liaise with the Facilities Manager in the development and administration of the Facilities departments annual Operating and Capital budgets.</li> <li>• Ensure that expenditure is in accordance with approved budgets and delegated authority levels.</li> </ul>
<b>Contract Register</b>	<ul style="list-style-type: none"> <li>• Maintain the Society's Contractor Register</li> <li>• Distribute Reports to Management to facilitate the timely review and renewal of all Contracts</li> <li>• Manage contracts for which The Facilities Coordinator is the Society's designated contract supervisor, ensuring the contractor complies with the terms and conditions of the relevant contract, with particular focus on quality and cost of service delivery</li> </ul>
<b>Project Work</b>	<ul style="list-style-type: none"> <li>• Manage the property-related capital works program for the Society. This involves co-ordination of annual capital expenditure budgets and long-term (4-5 year time horizon) planning based on condition reports and other inputs</li> <li>• At the direction of the Facilities Manager, for each project within the program; undertake the designated project role, ranging from: oversight of fully outsourced project managers/principal contractors; direct project management; supervision of trades; and in some limited cases hands-on construction.</li> <li>• Develop, facilitate and co-ordinate project works with internal &amp; external stakeholders</li> <li>• Prepare design drawings, design briefs, functional specifications, design specifications and other project documentation as required</li> <li>• Manage Capital projects to agreed budgets and timelines and supervise external design consultants and installation contractors as required</li> <li>• Project works can include new and/or existing premises refurbishments &amp; fit outs</li> <li>• Engage external contractors for building or refurbishment projects</li> <li>• Ensure all preventative maintenance tasks from a project are transferred to the WMS system</li> <li>• Administer expenses associated with Capital projects in accordance with SVDP policies and procedures, ensuring efficient use of Society resources</li> <li>• Ensure that capital expenditure is appropriately costed and fixed assets</li> </ul>



Key Accountability	Deliverables
	correctly described prior to upload by Finance into the Society's finance system.
<b>Other</b>	<ul style="list-style-type: none"> <li>Assist the Facilities manager with any Tender documents relating to the Facilities Department</li> <li>Liaise with Regional Council &amp; Conference Presidents as required to foster a united and cohesive approach to the provision of Facilities' services</li> <li>Be proactive in taking a leadership role in projects and events that contribute to the success of providing Facilities' services and/or positively influence organisational culture</li> <li>Responsible for other duties as directed by the Facilities Manager or delegate</li> </ul>

#### POSITION CONTACTS

Most Frequent Contacts	Internal/External	Nature or Purpose of Contact
Facilities Manager	Internal	<ul style="list-style-type: none"> <li>Line Manager</li> </ul>
Facility Users and Occupants	Internal	<ul style="list-style-type: none"> <li>Strong ongoing two-way communication to ensure communication and understanding of the plan for each facility</li> <li>Provision of a timely and effective response to maintenance requests and inquiries</li> </ul>
Building Contractors, Architects, Contractors and Other Consultants	External	<ul style="list-style-type: none"> <li>Conducting business with external parties to ensure "best value" is achieved</li> </ul>
Facilities Department Team	Internal	<ul style="list-style-type: none"> <li>Providing leadership and acting as a positive role model and resource for all team members</li> <li>Act as 2IC in the absence of the Facilities Manager</li> </ul>
Compliance Authorities	External	<ul style="list-style-type: none"> <li>Advice, risk management, statutory &amp; regulatory compliance</li> </ul>
Peers in Industry	External	<ul style="list-style-type: none"> <li>Intelligence, support &amp; partnership development</li> </ul>

#### DELEGATIONS OF AUTHORITY

You will be required to work within the delegations of authority policy.

#### KEY PERFORMANCE INDICATORS

These will be developed by the Manager in consultation with the incumbent and will regularly be reviewed.



## KEY REQUIREMENTS

### Qualifications

- A qualification in Infrastructure Management, a trade qualification or three to five years industry experience which is directly relevant to the role (essential).
- Current Victorian Driver Licence (essential)

### Skills

- Strong general administration skills, with an understanding of property management systems
- Strong computer skills, Microsoft Office, Excel knowledge of WMS System well regarded
- Experience in Project management
- Experience in Contractor management
- Ability to develop and deliver effective project plans
- Ability to identify, communicate and execute priority initiatives in a structured and consistent manner
- An ability to think proactively and be willing to propose and implement improvements to processes
- The capability to prioritise work commitments and manage competing deadlines
- Ability to work both independently and as part of a larger team
- Establish and maintain strong communication (verbal and written) with all key stakeholders
- Ability to develop and maintain professional relationships with internal and external parties
- Experience in managing budgets
- Proven ability to analyse problems and find solutions

### Knowledge / Experience

- Demonstrated previous experience in working within a large and diverse building portfolio
- Significant experience in both day-to-day operations and management of projects and contracts
- Substantial experience and capacity in supervision of suppliers, contractors and staff
- Sound knowledge of statutory, regulatory and compliance obligations
- Financial/budgeting, legal and technical knowledge and skills associated with project management

### Attributes

- Ability to work under pressure and meet deadlines
- Have energy, enthusiasm and the ability to see things through
- Strongly focussed customer service ethos, with strong empathy and understanding for the needs of the stakeholders
- Preparedness to vary normal working hours including some intra-state travel and overnight stays
- Awareness of, and ability to work within, the ethos of SVDP

THE LIST OF RESPONSIBILITIES HEREIN IS NOT INTENDED TO BE ALL-INCLUSIVE, AND MAY INCLUDE ADDITIONAL RESPONSIBILITIES AS REQUIRED AND ASSIGNED. IT MAY BECOME NECESSARY TO MODIFY/CHANGE THESE POSITION RESPONSIBILITIES FROM TIME TO TIME.