

Position description

Title	Facilities and Fleet Officer
Reports to	Facilities and Procurement Team Leader
Classification & Salary	SCHCADS Level 4 (plus super and salary packaging)
Employment Status	Permanent, 0.80 – 1.0 FTE
Primary Location	6 Paterson St Abbotsford
Date	January 2023

Good Shepherd Australia New Zealand (GSANZ)

Our strategy outlines the world we want to see and our role advancing in it. It also speaks to the positive impact we will deliver to support women, girls and families to be safe, secure, strong and connected. We are committed to tackling the issues of our time which adversely affect them. We work to advance equity and social justice and support our communities to thrive.

We seek to increase economic participation and wellbeing, to build resilience, improve safety and bring about system change. We offer microfinance programs and products, financial counselling and coaching, family violence support, family and youth programs, playgroups, education programs and community houses. These services are complemented by research and advocacy to address the underlying structural causes of injustice, exclusion, and inequality.

Team Objectives

The Facilities & Procurement Team exists to enable and support the business, service and mission functions of nominated Australian & New Zealand Good Shepherd entities and support the Sisters of the Good Shepherd independent living arrangements. The team's objectives are to deliver fit for purpose, safe & compliant facilities, manage property portfolios and suppliers and lead procurement functions for the organisation.

Role Purpose

The primary purpose of the role is to support the day-to-day operations of the Facilities and Procurement function for GSANZ. This will involve concise administrative abilities, engaging communication skills and a proactive approach. Reporting to the Facilities and Procurement Team Leader, who provides coaching and supervision and a point of escalation.

The role will support coordination of responsive and scheduled maintenance, resolution of onsite issues and compliance activities to ensure facilities are fit for purpose and safe. The role will also coordinate the fleet program, ensuring leases and vehicles are maintained and meet the needs of the services and sisters.

Key Responsibilities

- **Property & Facilities Management**

- Assist in Facilities Management duties as delegated by the Facilities Team Leader
- Delivery of consistent facilities standards across all sites
- Ensure all essential services and facility compliances are met
- Support the scheduled maintenance program
- Ensure delivery of responsive maintenance
- Ensure on-site difficulties are promptly resolved with minimal disruption to BAU activities
- Support the plant and equipment life cycle management program
- Support the implementation of facilities management systems
- Development and upkeep of property maintenance plans and registers

- **Supplier Management & Procurement**

- Work in conjunction with service providers and the Supplier, Procurement & Compliance Partner to manage escalations regarding contractor performance and client complaints to ensure works are completed in a timely manner
- Deliver excellent customer service to meet stakeholder expectations by building effective relationships
- Build and maintain co-operative partnerships with GSANZ suppliers to enhance the effectiveness and efficiency of services.
- Support Supplier and Contract Management Strategy & Systems
- Support GSANZ Procurement and Tender management programs
- Support the annual review of Top 10 suppliers, performance questionnaires & staff feedback.

- **Compliance and Safety**

- Support the completion of site audits and delivery of compliance programs and calendars for all properties to meet current property industry & OHS regulatory and organisational requirements
- Coordinate and monitor work order statuses through iAuditor
- Maintain accessible and compliant information systems to support compliance
- Maintain security and access for all properties
- Support the review of property inspection plans
- Work effectively with Manager of Wellbeing, Health & Safety to meet organisational OHS requirements
- Comply with and provide input to the policies and procedures framework for Facilities & Procurement
- Ensure compliance to all GSANZ OH&S, Environment and Risk Management Policies and Procedures

- **Vehicles**

- Support the changeover of vehicle leases, allocation and coordination of the fleet for service delivery and the Sisters
 - Ensure fleet program is optimised to meet service needs and vehicles are maintained
 - Coordinate parking requirements and alternative transport, ride share programs and other as required
 - Support the vehicle strategy and procurement to ensure value for money
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Responsibilities of Good Shepherd Employees

Strategy

- Deliver service aligned with team operational plan and Good Shepherd's strategic plan
- Contribute to development of team plan
- Demonstrate understanding of social justice and community capability building concepts

People

- Demonstrate commitment to own learning and development
- Contribute to development of a high-performance team through demonstration of capabilities outlined in Good Shepherd's leadership capability framework
- Participate actively in regular formal supervision
- Share knowledge and practice insights with colleagues
- Take responsibility for own wellbeing

Clients

- Deliver best practice service to clients in line with agreed goals/contribution
- Seek feedback from client/stakeholders/peers in order to reflect and improve on service support for own practice

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- Maintain a client-centred approach to service delivery at all times

Service Delivery and Operations

- Deliver all services in line with service standards and program procedures
- Maintain accurate data, information and reporting at all times
- Maintain agreed service level agreements
- Provide timely reporting in line with department requirements
- Other duties as reasonably required

Stakeholders

- Liaise effectively with referral network
- Work collaboratively with other service providers to deliver valued outcomes for clients
- Develop constructive, collaborative relationships with other Good Shepherd team members and departments

Compliance

- Demonstrate behaviour consistent with Good Shepherd mission, values, behaviours and policies at all times
- Maintain agreed quality standards
- Maintain OH&S standards at all times

Qualifications, Experience and Mandatory Requirements

- Experience in facilities, property management, hospitality or related field is preferred
- Strong communication skills and an active listener
- Flexible in adapting to rapidly changing situations
- A team player who can cooperate and work well with others to meet targets
- Ability to deal with competing concurrent issues within tight operational deadlines
- Excellent client focus and service
- Experience working with diverse groups and cultures
- Experience in working in the Not for Profit sector
- A satisfactory Police Check
- A current Employee Working with Children's Check (WWCC)
- A current Australian Driver's License

Key Selection Criteria

1. Experience in facilities, property management, hospitality or related field is preferred
2. Strong communication skills and an active listener
3. Excellent client focus and service
4. Knowledge of property & building code
5. Knowledge of facilities compliance requirements
6. Ability to use audit systems and support compliance programs
7. Willingness to uphold the Good Shepherd values

Values & Behaviours

We are all co-responsible for the delivery of the Good Shepherd Mission and living our values by modelling these behaviours in all that we do.

Value of each person | Reconciliation | Justice | Zeal | Audacity

Additional information

Employment is subject to:

- Relevant Qualifications/Registration Name
- A current national Police Record Check
- A current Employee Working with Children Check (WWCC) or state equivalent
- Proof of the right to work in Australia
- Evidence of Covid-19 vaccination, or medical exemption
- You may be required to obtain particular vaccines or immunisations in order to perform the Inherit requirements of this position. This Includes but Is not limited to the COVID-19 vaccine/Immunisation

The above requirements will need to be supplied and verified prior to commencement

Work Health and Safety (WH&S): All team members are required to carry out their duties in a manner that does not adversely affect their own health and safety and that of others by reporting all incidents and injuries as well as cooperating with any measures introduced in the workplace to improve WH&S.

Pre-existing injury: The person appointed to this position will be required to disclose any pre-existing injuries or disease that might be affected by employment in this position. This will assist the organisation in providing a safe work environment.

Equal opportunity: Good Shepherd is an equal opportunity employer. We recognise the rich diversity of people across Australia. We are committed to ensuring that our team is reflective of the diverse community we serve and to supporting a culture of equity, inclusion and diversity. All team members have a responsibility to be familiar with and adhere to the organisation's policies and procedures.

Child Safe Employer: Good Shepherd Australia New Zealand is a Child Safe employer. Employment is subject to satisfactory referee checks, a current employment working with Children Check, National Criminal History check and proof of the right to work in Australia.

Cultural competency: Good Shepherd strives to maintain a culturally competent and inclusive workplace. All team members are expected to undergo cultural competence training as part of their professional development plans.

Salary packaging is available to all employees.