

Position Description

Facilities Coordinator

Position	Facilities Coordinator
Team	Operations
Role Classification	Level 6 SCHADS Award
MARAM Tier Level	Tier 4
Employment Type	Full Time, Permanent
Hours	38 per week
Location	Based at Frankston or Sandringham, travel to all Family Life sites will be required. <i>From time to time the incumbent may be requested to work from, or be based at, other Family Life sites.</i>
Reports To	Senior Manager Operations
Effective Date	April 2024

Overview of Program

Family Life has been working with vulnerable children, families and communities since 1970. We strive to develop innovative solutions to achieve our vision of capable communities, strong families and thriving children. We are proudly purpose-driven, independent and not for profit. We are known for our innovation, impact and whole-of-community collective impact approach. Our teams are committed to transforming the lives of our clients and communities to build resilience and healthy relationships. Family Life has a bold strategic plan to grow our impact through geographical expansion and a diversification of service delivery.

Position Objective

Reporting to the Senior Manager Operations this role will provide expertise in all aspects of management of our property portfolio. A core purpose of the position is to contribute significantly to the development and implementation of a facilities management approach, standardising best practice across the organisation while continuously developing and innovating to ensure that Family Life Property and Facilities are presented and maintained to a high standard, in order to support the organisation in achieving its strategic and operational goals.

Key Responsibilities

The key responsibilities include but are not limited to:

- Contribute significantly to the development and implementation of the strategic direction of the Services and Opportunity Shop property portfolios and facilities operations considering alignment with growth strategy, operational and client needs through an environmentally responsible approach.
- Supporting and ongoing management of leasing activities including new leases or licences and exercising options and full renewals to optimise
- Oversee the day to day operation and performance of Family Life properties- issue management, planned maintenance and compliance of all Family Life properties, ensuring they adequately support operational activities
- Ensure proactive maintenance of all buildings and grounds including management of: refurbishing projects, landscaping, cleaning, waste management, security, fire services, air conditioning, and ESM for freehold and leasehold properties to ensure that compliance with relevant Australian Standards and the Building Code of Australia is achieved.
- Liaise with Landlord representatives on tenancy issues and contractor performance inclusive of cleaners, fire services, air conditioning, ESM, gardeners, etc, prioritising Workplace Health & Safety, optimal utilisation and operational outcomes
- Manage contractors and service providers. Drive portfolio supplier performance (capability, delivery, quality, price, payment terms) through contract and relationship management, and spend / performance metrics

- Lead the end-to-end process of new fit-outs and make-good across the portfolio as well as strategic consolidations and property relocations.
- Establish an annual budget for planned and responsive repairs and maintenance schedule annually to ensure the facilities obligations are met under each lease.
- Support the development of a property management & maintenance system in accordance with ISO 9001:2015 standards.

Key Selection Criteria

1. Experience working in the not-for-profit sector is preferred.
2. 5 + years' working in Facilities Management. Qualifications in project management and/or change management will be beneficial.
3. Experience in delivering the highest standards of property governance and a technical understanding of Australian Standards and the Building Code of Australia and experience working to ISO:9001 2015 standards
4. A working knowledge of Facilities Management, Leasehold and Freehold Asset Management, Repairs & Maintenance, Compliance, Fire Safety & Essential Services, Fit-Out, Project Management, Make-good, Contractor & Supplier Management, Purchasing, Tendering, Negotiation, Contract Development & Execution
5. An ability to multitask, be a self-starter and take a proactive approach to implementing new property goods and services across the organisation with support and direction from the Senior Manager Operations.
6. Exceptional people skills- ability to build effective relationships with internal and external stakeholders.
7. Information technology skills, including proficiency in Microsoft Office suite. Experience in using Facilities and Maintenance Management Systems.
8. Strong solution-focused and problem solving mindset and commitment to continual improvement.
9. A full current drivers licence.
10. A positive, 'can do' attitude and commitment to the Family Life Way

The Family Life Way

The six behaviours of **The Family Life Way** are at the heart of the work that we do; they inspire us to achieve the best results for our clients and the communities we serve. The Family Life Way exemplifies our commitment to supporting our people to produce quality services and outcomes.

Create Safety



- Safety for Clients and Peers
- Respect, Empowerment & Well-being
- Be Supportive
- Be Kind

Celebrate Difference



- Welcome Diversity
- Celebrate Difference Of Ideas
- All Community Members are Welcome at Family Life
- Share Knowledge and Experiences

Be Bold



- Fail Forward
- Lead By Example
- Ask Why?
- Ask for Feedback and Self-Reflect

Be Real



- Be the Best Version of Yourself
- Admit What You Don't Know
- Have the Hard Conversations, Respectfully
- Be Open and Honest

Dream Big



- Have Stickability - Persistence
- Think differently, Innovatively
- Be Adaptable
- Plan and Prioritise

Embrace Everyone



- Many Voices, One Purpose - To Transform Lives for Stronger Communities
- Collaboration
- Partnerships
- Be Inclusive and Encourage Participation

Additional Information

- Family Life is a youth and child safe organisation that values, respects, and listens to children and young people.
- All offers of employment are subject to a satisfactory Working with Children Check and Police Records Check.
- Family life operates across multiple sites, therefore it is essential that all employees hold a current Victorian Driver's License.
- Family Life offers generous salary packaging benefits.
- All offers of employment at Family Life are subject to a six-month probationary period.
- Family Life is committed to providing a safe, healthy and friendly working environment.
- Family Life prides itself on being flexible and family-friendly wherever possible for the mutual benefit of employees and the organisation.
- Family Life expects all employees and volunteers to understand and behave in accordance with our principles, purpose, values and code of conduct.