

POSITION DESCRIPTION

Facilities & Administration Coordinator

OVERVIEW

Program:	Business Services – Administration & Property
Reports to:	Manager Administration & Property
Supervise:	Administration and Reception Officer
Date of Last Review:	April 2019
Classification:	Social and Community Employee Level 4 Sacred Heart Mission Enterprise Agreement 2018 or its successor

ORGANISATION CONTEXT

Sacred Heart Mission (SHM) works with people whose capacity to participate fully in community life is affected by deep, persistent disadvantage and social exclusion. Since opening our doors in 1982, the Mission has been providing a range of innovative, relationship-based service responses which enable people to overcome disadvantage and realise their full potential. As a trauma informed organisation, our shared recognition of the impact of trauma informs and guides all of our interactions with the people who access our services.

SHM is an Equal Opportunity Employer and an Environmental Sustainability driven organisation. We provide equal employment opportunities to all employees without regard to race, colour, religion, gender, national origin, age or disability. We ensure staff and volunteers operate from fit for purpose facilities that adopt green building design and practices.

SHM has a number of staff committees across the organisation committed to championing best practice in these areas. Our EEO groups lead by example to break down the barriers to inclusion and to foster a diverse workplace where people are free from discrimination and disadvantage and are treated with respect and dignity. Our Green team has set targets for developing SHM's environmental profile as a sustainable organisation and as a leader in the sector.

VISION

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Our vision is of an inclusive, fair and compassionate community, which enables people to overcome disadvantage and realise their full potential.

MISSION

Our mission is to build people's capacity to participate more fully in community life, by addressing the underlying causes of deep, persistent disadvantage and social exclusion.

We do this by:

- Ensuring access to the necessities of food, clothing, housing, health care and specialised services.
- Listening, understanding and responding to people in a holistic, caring, and respectful way, so they can take control of their lives.
- Delivering accessible, responsive, evidence informed and innovative services.
- Welcoming people in the spirit of social justice, co-operation and partnership to create better communities.
- Engaging sector partners, researchers, philanthropy, business, government and the broader community, to contribute their time, expertise and resources.

PROGRAM INFORMATION

The Administration and Property department is responsible for -

Property Management

- Property sourcing, negotiations and leasing activities; Contractual matters relating to property leases
- Project management of Project 101
- Relationship management with Real Estate agents for ongoing and renewal of leases;
- Maintaining an assets and replacement register;
- Coordinating Major capex projects;
- Management of the Green Team
- Oversee the effectiveness of the security system and equipment.

Facilities Management

- Scheduling and management of regular servicing of equipment - preventative maintenance;
- Management of the reactive maintenance processes;
- Contractual matters relating to regular maintenance, cleaning and waste management
- Resolution of H&S matters associated with property and facilities;

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- Ensuring that all properties meet Essential Safety Measures (ESM) requirements;
- Project Managing Office relocations; and
- Ensuring the provision of suitable working environments.
- Management of fleet of vehicles owned or leased by SHM, and

Administration

- Ensuring a Reception function for Head office and the SH Central service hub;
- Maintaining a contract register;
- Coordinating the purchasing of consumables and stationery; and
- Maintaining records in support of Fleet Management.

PURPOSE OF THE POSITION

This role will support the Manager, to coordinate the administration and facilities management functions of the department, provide oversight of the Project 101 project in the absence of the Manager. This role will also be involved in procurement activities such as synthesising supporting documentation for Requests for Quote/Tenders, market research, evaluation, raising purchase orders and processing invoices.

The role also supervises Administration and Reception Officer and the team of volunteers who support the reception and administration functions.

KEY RESPONSIBILITIES

Accountability	Major Activities
Project 101	<ul style="list-style-type: none"> ▪ Support the Manager with the conduct of procurement activities and produce supporting documentation. ▪ Assist with P101 administration including taking minutes at Building Working Group, preparing scope change requests and, in the manager’s absence, attending site meetings ▪ Assist with planning and coordinating resident moves, ▪ Co-ordinate and conduct training of new systems including security, and other plant and equipment; ▪ Ensuring preventative maintenance requirements for new systems are established within the CMMS. ▪ Other duties as appropriate to the role.

Facilities	<ul style="list-style-type: none"> ▪ Undertake procurement activities resulting in new or updated contracts and/or plant and equipment from both the Opex and Capex budgets; ▪ Undertake scheduling/scoping & procurement of major capex/maintenance projects ▪ Ensure the maintenance of preventative maintenance records for Accreditation (carried out by a 3rd party provider); ▪ Develop and maintain relationships with internal customers (SHM staff and programs), contractors, and suppliers; ▪ Raise purchase orders for maintenance jobs over \$1K and less than \$10k; ▪ Undertake H&S reporting and attend H&S committee meetings. Regularly update Manager Administration and Property regarding this function ▪ Project Manage office establishment and office relocations ▪ Oversee the cleaning, waste and maintenance contracts ▪ Other duties as appropriate to the role.
Admin/Reception	<ul style="list-style-type: none"> ▪ Ensure that the contracts register is updated and current to reflect the status of all SHM contracts. ▪ Notify Managers/Responsible Person of contracts due to expire within the next 6,3 and 1 month; ▪ Supervise the Administration and Reception Officer and allocate tasks as per the administration responsibilities of the department ▪ Assist with the management of volunteers ▪ Undertake other administration duties as required ▪ Other duties as appropriate to the role.
Health & Safety	<p>Exercise a duty of care to work safely, taking reasonable care to protect your own health and safety and that of your fellow workers, volunteers and clients including following safe working procedures and instructions.</p>

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RISK	All SHM staff are responsible for considering, identifying and addressing risk (the effect of uncertainty on objectives) whether positive (opportunities) and/or negative (threats).
CQI (Continuous Quality Improvement)	All SHM staff are responsible for identifying areas of the strategic plan that 'add value', and for implementing and monitoring CQI initiatives. Staff are open to new ways of doing things, respond to challenges with innovative ideas and solutions and promote a continuous quality improvement culture.
TIC (Trauma Informed Care)	All SHM staff are responsible for engaging in learning and development to integrate their understanding of and responsiveness to the impact of trauma within their work including active participation in the supervision and performance development process.

MANDATORY REQUIREMENTS

- A current Criminal Records Check
- Valid driver's license to drive in Australia

QUALIFICATIONS

Tertiary qualification in Project Management or Administration, OR relevant experience in these areas.

KEY SELECTION CRITERIA

- Prior experience in facilities maintenance practices;
- Prior experience in project management and reporting;
- Prior experience in contract administration;
- Excellent written and verbal communication skills
- Ability to work with all levels of the organisation
- Ability to plan and organise without direction
- Advanced Skills in the use of Microsoft Suite of products;
- Strong interpersonal skills
- Strong alignment with the values of Sacred Heart Mission

APPROVED BY MANAGER

ACCEPTED BY STAFF MEMBER

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POSITION DESCRIPTION SHOULD BE REVIEWED ANNUALLY OR WHEN POSITION CHANGES

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