

Position Description

Title: Facilities Management Support Officer

Business Unit: Asset Management/Housing & Property

Location: 185 Baillie St, Horsham

Employment type: Part Time | Ongoing

Reports to: Facilities Manager- Western/Northern Vic

About Uniting

Uniting works alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

Uniting is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We are 7000 skilled, passionate and creative people providing over 770 programs and services.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we celebrate our diversity and welcome all people regardless of ethnicity, faith, age, disability, culture, language, gender identity or sexual orientation. We acknowledge Aboriginal and Torres Strait Islanders as Australia's First Peoples and as the traditional owners and custodians of the land on which we work. We welcome lesbian, gay, trans, gender diverse and intersex (LGBTIQ) people at our services. We pledge to provide inclusive and non-discriminatory services.

Our purpose: To inspire people, enliven communities and confront injustice

Our values: We are imaginative, respectful, compassionate and bold

Position purpose

The Facility Maintenance Support Officer (FMSO) supports and services the Assets Management Team by maintaining the central point of contact for stakeholders and managing reactive work. The role is responsible for ensuring that assets owned or controlled by Uniting are effectively used, maintained and preserved. The assets should meet service and safety standards and assist in the effective delivery of the programs and services of Uniting.

Scope

Budget: Nil

People: Nil

Relationships

- Internal:**
- CEO, General Managers and Executive Officers across Uniting
 - Senior Manager Asset Management
 - Asset Management Lead
 - Asset Management Team
 - Project Management Officer
 - Real Estate Management Team
 - Senior managers-Property Development and Housing Services
- External**
- Congregation, Landlords (inc. Synod, DHHS, and private), Tenants
 - Supplier Relationships
 - Uniting Church congregations and Property Services Team – Synod of Victoria and Tasmania

Position description

Facilities Management Support Officer



- Consultants, Contractors, and service providers

Key responsibility areas

Service delivery

- The FMSO will assist and support the control of work flow via Central Maintenance Portal.
- Ensure that all maintenance requests and issues are addressed in a timely manner through a Central Maintenance Portal
- Assist in property administration, including the development and maintenance of any key register and inventory list
- Ensure appropriate contracts are in place, and suppliers are meeting expectations for all trades and services.
- Ensure that engagement with external parties enhances Uniting's reputation and growth
- Maintain and action local Help Desk
- Liaise with contractors and maintain Public Liability/Professional Indemnity/ Work Safe Insurance register
- Process property, purchasing, invoices and follow up outstanding accounts
- Coordinate and maintain Security maintenance and Security Portal
- Maintain Asset/Disposal/Additions registries in SharePoint
- Maintain and manage local archiving
- Purchasing of minor assets (whitegoods and office furniture)
- Assist line manager with contract renewals with vendors and site lessees
- Coordinate facilities relocation and set ups
- Coordinate small facilities and maintenance projects
- Representation on WHS Committee
- Action preventative maintenance schedule
- Coordinate insurance claims
- Organise local transfers and deliveries
- Attend sites as required for site building condition inspections

Quality and Risk

- Promote a positive safety culture by contributing to health and safety consultation and communication, and through active participation in the reporting of and responding to hazards, incidents and near misses
- Take reasonable care for your own health and safety, and for the health and safety of others and keep the executive informed as necessary.
- Adhere to the organisations various policies, procedures, work practices and standard operating procedures.
- Assist in ensuring all sites meet building and safety compliance standards and provide an appropriate duty of care to workers and customers
- Assist in monitoring OHS performance within the Facilities and liaise with OH&S representatives to ensure sites are compliant with OH&S legislation
- Be aware of, and assist in meeting, compliance with responsibilities and requirements of the OHS Act 2004 and relevant regulations applicable to their activities and services

Personal accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
- Ensure appropriate use of resources.
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.

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Position description

Facilities Management Support Officer



- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e. equal employment opportunity, health and safety) and mandatory training specific to position.

Performance indicators

- To be confirmed.

Person specification

Qualifications

- Relevant tertiary studies in Trade (Builder,Plumber or Electrician) or Business Administration, or relevant work experience

Experience

- Good people skills and be able to maintain good working relationships with a diverse range of people
- Good time management and problem-solving abilities
- Strong verbal and written communication skills
- Must be proficient with MS Office (Excel, Word, Outlook and PowerPoint) and have experience using an online Central Maintenance Portal (maintenance register)
- Demonstrated ability in coordinating small projects
- Ability to work well both autonomously and as part of a team
- Ability to maintain a high degree of confidentiality

Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values
- Previous experience in a similar position
- Experience with system/database administration and the ability to analyse and interpret information
- Ability to prioritise multiple tasks and complete work accurately and on time
- High attention to detail
- Strong MS Office and data entry skills
- Effective interpersonal communication skills (written and verbal)
- Strong customer service focus
- Good Team Fit

We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and Working With Children Check (in Victoria) and/or Working With Vulnerable People Check (in Tasmania) **prior** to commencement of any paid or unpaid work and/or participation in any service or undertaking.

This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.

Employee

Manager

Name:

Signature:

Date:

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