

Facilities and Maintenance Manager

Classification:	CEMEA 2022, Education Support Services, Category A, Level 5
Employment Type:	Full time, ongoing
Reports to:	Leader of Business Operations
Direct Reports:	Facilities and Grounds team

Context

Sacred Heart College is a proud, dynamic, high performing school community with strong traditions, a rich history and a deep sense of community and welcome. Our Catholic Identity is best exemplified through a program of education that encourages students and staff to pursue the Mercy values of compassion, justice, respect, hospitality, service and courage. The Sacred Heart Way is identified through actions that uphold and advance Catherine McAuley's vision of the lived Gospel, which is at the heart of our community.



Strategy 2021 and Beyond articulates our vision of educating girls in the Mercy tradition to make a difference in our changing world. Key elements of the strategy focus on opportunities to reimagine learning that enables members of our school community to be creative, self-directed and critical thinkers, who are inspired to learn, whose natural inquisitiveness is nurtured and who strive for excellence.

As the Facilities and Maintenance Manager, you will oversee the management and enhancement of work systems, supervise major projects, and ensure the efficient delivery and reporting of reactive, programmed, and capital works. This role involves providing strategic advice to the Principal and Leader of Business Operations regarding school maintenance, facility improvements, and grounds upkeep. Additionally, you will supervise assigned staff, continuously refine local systems and processes, attend Planning and Facilities sub-committee meetings, and participate in other meetings as required.



Educating Girls to Make a Difference

A Ministry of Mercy Education Limited ABN 69 154 531 870

Primary Purpose and Key Responsibilities

The Facilities and Maintenance Manager is responsible for leading all aspects of building and grounds maintenance, facility upgrades, and contractor coordination. This role ensures maintenance operations align with the College's strategic goals by promoting safety, regulatory compliance, and efficient resource use. The Facilities and Maintenance Manager oversees a skilled team, manages budgets, and delivers projects with minimal disruption, ensuring the College's facilities remain safe, functional, and ready to support learning, events, and daily operations.

Key responsibilities include, but are not limited to:

Project Management and Building Works

Planning and Execution

- Plan and oversee capital works, new construction, renovations and upgrades
- Manage project schedules, budgets and resource allocation.

Coordination and Disruption Management

- Liaise with architects, engineers, contractors and service providers
- Minimise impact on school operations during construction and major repairs.

Compliance

- Ensure all works comply with Mercy Education's Capital Works Procedure Manual, local building codes and zoning laws
- Arrange and manage permits for structural, electrical, plumbing and HVAC projects.

Governance Participation

- Serve as a member of the College's Planning and Facilities sub-committee.

Audits and Compliance

- Conduct regular audits to ensure adherence to Mercy Education policies, school guidelines, and all applicable regulations including compliance with local building codes.
- Implement and maintain safety protocols, emergency procedures, and Essential Safety Measures per occupancy permits
- Coordinate evacuation drills and safety inspections with the Leader of Business Operations
- Address compliance issues promptly and complete the annual Mercy Education Compliance Audit
- Maintain detailed records of inspections, audits, maintenance schedules, and training sessions
- Deliver ongoing compliance and occupational health and safety training to maintenance and grounds staff.

Safe Work Method Statements (SWMS)

- Develop SWMS for high-risk activities (maintenance, construction, hazardous materials)
- Oversee SWMS implementation and ensure staff/contractor adherence
- Review and update SWMS to incorporate changes in procedures, equipment, or regulations
- Train all relevant personnel on SWMS importance and correct application.



Occupational Health and Safety (OHS)

- Establish and enforce OHS policies covering equipment use, hazardous materials, and workspace standards
- Manage procurement, correct usage, and replacement of personal protective equipment
- Perform routine workplace inspections to identify and resolve safety hazards
- Serve as a member of the College's OHS committee.

Security Systems Management

- Evaluate and recommend security technology investments and upgrades
- Oversee installation, maintenance, testing, and monitoring of surveillance cameras, alarm systems, and access control
- Manage the security budget for equipment, maintenance, and training.

Physical Security Measures

- Maintain fencing, exterior lighting, and secure entry points
- Conduct regular inspections to identify and remediate vulnerabilities
- Coordinate external security personnel for major events.

Budget and Resource Management

- Develop, forecast, and monitor the facilities maintenance budget and expenditures
- Source and procure materials, supplies, equipment, and service contracts (cleaning, grounds, mechanical, waste, fire, pest control etc
- Negotiate, oversee, and renew vendor agreements; ensure all contractors are inducted, insured, and comply with college policies and meet their contractual obligations.
- Coordinate on-site contractors and resource logistics for routine maintenance and major events, minimising disruption
- Provide first-response diagnosis and resolution—or escalation—of building and system faults to sustain College operations.

Emergency Response

- Serve as the primary contact for maintenance-related emergencies
- Collaborate with the Leader of Business Operations to develop and implement emergency response plans and procedures.

Energy Management and Sustainability

- Monitor, track, and evaluate power, water, and waste management initiatives to measure effectiveness and drive cost-saving, sustainable improvements.
- Assess the College's overall environmental footprint and develop targeted recommendations to reduce carbon emissions and enhance sustainability.

Team Leadership

- Lead the training, and supervision of the maintenance and grounds team
- Delegate tasks and oversee performance to set KPI's to ensure operational efficiency
- Promote a collaborative and positive team culture.



Additional Responsibilities

In addition to the primary purpose and key priorities, the Facilities and Maintenance Manager will:

- Carry out other reasonable duties as directed by College leadership
- Develop, document, and maintain procedures relevant to the role
- Uphold the standards of a Child Safe organisation
- Contribute to a safe working environment by supporting individual and collective OHS responsibilities
- Engage in ongoing professional and technical development
- Ensure all administrative tasks, protocols, and procedures related to the role are completed accurately and on time.

Key Working Relationships

The Facilities and Maintenance Manager will collaborate closely with:

- Principal
- Leader of Business Operations
- Facilities and Maintenance Team
- External Contractors and Service Providers
- Occupational Health and Safety (OHS) Committee.

Skills, Experience and Qualifications

Essential:

- In-depth knowledge of building systems, including HVAC, electrical, plumbing, and mechanical infrastructure
- Strong project management capabilities, including budgeting, scheduling, and resource coordination across multiple projects
- Demonstrated experience in leading and developing high-performing teams
- Sound understanding of health and safety legislation, compliance obligations, and best practices
- Excellent verbal and written communication skills, with the ability to engage effectively with staff, contractors, and stakeholders, and to produce clear reports and documentation.

Skills and Attributes

- Organisational Excellence: Skilled in planning and managing maintenance schedules to ensure timely, high-quality delivery within permit and regulatory constraints
- Communication and Influence: Strong verbal and written communication skills, with the ability to engage stakeholders and build positive relationships across all levels of the College
- Leadership and Coaching: Experienced in using coaching and consulting approaches to deliver proactive, pragmatic solutions
- Data-Driven Decision Making: Able to interpret data, metrics, and analytics to set priorities and drive continuous improvement
- Values Alignment: Passionate about contributing to a positive employee experience within a values-based, not-for-profit environment
- Mission Commitment: Dedicated to advancing the College's mission and embodying Mercy values in all aspects of the role.



Experience and Expertise

- Facilities Management: Extensive experience in facilities operations, maintenance, and asset management
- Team Leadership: Proven track record in supervisory or managerial roles, leading high-performing teams
- Technical Knowledge: Practical expertise in building systems (HVAC, electrical, plumbing, mechanical) and facility management software
- Project Delivery: Demonstrated success in managing facility improvement projects, including renovations and upgrades
- Vendor Coordination: Skilled in sourcing, negotiating, and managing external contractors and service providers
- Financial Oversight: Experience managing substantial maintenance budgets with a strong focus on cost control and value for money
- Asset Management- Experience in developing and maintaining asset databases including life cycle costing reports, building and facility condition audits and asset replacement planning.

Qualifications

- Bachelor's degree in facilities management, engineering, construction management, or a related field; or an associate degree/relevant certification with extensive experience may be acceptable
- Professional certifications and licences to enhance credibility and skills, eg Certified Facility Manager, Project Management credentials.

Desirable

- Understanding of the principles of a Catholic community organisation
- Commitment to ongoing professional development in facilities management through workshops, courses, and training.

Mandatory Requirements

- Current Police Check
- Employee Working with Children Check
- Valid Victorian driver's licence

Child Safety

The Facilities and Maintenance Manager will be committed to the College's child-safe policy, comply with the Child Safety Code of Conduct, Mercy Education Limited Code of Conduct and all other policies and procedures relating to child safety. They will demonstrate a duty of care to students in relation to their wellness for learning and will proactively support a child safe environment.

Acknowledgment

A holder of this position acknowledges that:

- they have read and understood the general requirements of the position
- they are suitably qualified and capable to undertake the responsibilities within
- this position description serves to describe the position as accurately as possible but does not constitute a full statement of duties, and
- other reasonable duties may also be allocated.



Educating Girls to Make a Difference

A Ministry of Mercy Education Limited ABN 69 154 531 870

General Work Description - Education Support Services, Level 5 (CEMEA 2022)

Competency	- Competency at this level may include Level 2–4 competencies. In addition, competency at this level generally requires Employees to be responsible for program area development and implementation, to provide strategic support and/or advice requiring integration of a range of school policies and external requirements, and to have an ability to achieve objectives operating within complex organisational structures. - A role at this level will generally lead and manage a significant functional element of a large school, and/or contribute in a major way to the development, maintenance and implementation of the policy framework of a large school.
Judgement, Independence and Problem-Solving	Roles at this level may generally require Employees to develop new ways of using a specific body of knowledge which applies to work assignments, or may involve the integration of other specific bodies of knowledge. Employees exercise initiative in the application of professional practices demonstrating independent discretion and judgement.
Direction	Little or no supervision is required. Generally, reports directly to the Principal.
Supervision	- Roles at this level may be required to: - supervise students while performing their normal duties, but may not be used instead of a Teacher; - have management responsibility for a functional area and/or manage other Employees, including administrative, technical and/or professional Employees.
Qualifications and Experience	- Level 5 duties typically require a skill level which assumes or requires: - postgraduate qualifications or progress towards postgraduate qualifications and extensive experience; - extensive experience and/or management expertise; or - an equivalent combination of relevant experience and/ or education/training.

