

## Position Description

<b>Position Title:</b>	Facilities & Assets Manager
<b>Division:</b>	Service Excellence
<b>Reporting To:</b>	Head of Operational Excellence
<b>Direct Reports:</b>	Facilities, Infrastructure, Fleet, Contracts and Procurement Teams

### ABOUT NORTHCOTT:

#### Who is Northcott?

Northcott is a not-for-profit disability service provider that works with customers to realise their potential.

As one of Australia's largest not-for-profit disability service organisations, we provide services from metropolitan and regional locations throughout NSW, QLD, and the ACT. We have more than 90 years of experience and expertise in the disability service industry.

A registered NDIS provider, we employ approximately 2,600 staff and provide empowering, personalised services to over 13,500 people with disability, their families and carers each year.

#### What do we do?

Northcott provides personalised and dynamic support, delivered by a committed team who will optimise and maximise support and services for every customer.

Our experience and expertise gives confidence to our customers they are in good, trustworthy hands, while our commitment to innovation and pushing boundaries allows us to tackle any challenge currently creating barriers for our customers to reach their potential.

#### What is our promise to each customer?

We will work creatively and relentlessly with each customer to unlock, discover and unleash their potential, supporting and empowering them to be the best they can be now and in the future.

Our customers are not numbers; they are unique individuals. We personalise our services to each customer's current and future needs and goals, every single one, to ensure their development and growth.

As advocates for our customer's inclusion, we will empower them with confidence, choice and opportunity so they can live their life, as they choose, in their own way.

#### Our Values

Our values have always been a significant part of our service to customers and they have helped shape Northcott into the wonderful organisation it is today. We are Innovative because we develop new ideas and solutions with creativity in anticipation of changing needs. We are Respectful because we believe that everyone's voice is unique and that they have the right to be heard. We are Brave because we have the courage to stand up for people with all abilities even in the face of adversity

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### KEY OBJECTIVE OF THE SERVICE/DEPARTMENT:

The role will be responsible for overseeing the functions within three (3) teams being:

**Facilities and infrastructure:** Responsible for maintaining the repairs and maintenance and building services (including managed service contracts) to the agreed quality standards of all our properties. Providing cost effective management of new and existing premises ensuring organisational fixed properties are effectively administered, presented, and secured.

**Contracts and procurement:** Responsible for ensuring all contracts are negotiated to align with the strategic direction of the organisation. This includes being cost effective, addressing quality and service efficiencies. Managing our vendors to ensure timely delivery within agreed timelines.

Ensures that goods and services are procured according to specified quantities, quality, and cost efficiencies, and delivered within the given timeframes.

**Fleet team:** Responsible for ensuring our fleet is well maintained, of a quality standard, and meet the needs of the organisation. This includes a cost effective and sustainable fleet renewal plan.

### KEY OBJECTIVE OF THE POSITION:

The role will be responsible for managing the facilities, infrastructure, procurement/contract, and fleet teams within Northcott to ensure they align with the strategic direction of the organisation. To regularly review these services to ensure quality and consistency of the services are delivered within the required timeframes.

To ensure these services are regularly reviewed including a strategic plan to ensure cost efficiencies are maximised and strategies are aligned to the overall business performance goals.

### PERSON SPECIFICATIONS (SKILLS & KNOWLEDGE)

- Demonstrated experience in a property maintenance role, real estate, finance, purchasing/procurement, contract management, fleet management or related field.
- Good knowledge and experience in contractual law.
- Demonstrated critical thinking, problem solving, research and analytical skills.
- Demonstrated leadership skills and ability to manage multiple teams.
- Demonstrated ability to use own initiative and work autonomously with excellent time management skills.
- Excellent verbal and written communication, consultation, negotiation, leadership, computer, presentation and stakeholder/vendor management skills.
- Business, communication, change management and customer service skills.
- Negotiation and decision-making skills.
- Demonstrated experience in service review cycle.
- Specialist knowledge of procurement concepts, processes, activities, and trends.
- Demonstrated ability to effectively manage and develop budgets including a capital works and capital expenditure plans.

### ESSENTIAL QUALIFICATIONS & EXPERIENCE REQUIRED

- Relevant qualifications in property management, real estate, finance, purchasing/procurement, contract management, fleet management or related field.
- Demonstrated experience in a management role with strong leadership skills.
- Intermediate computer skills.
- Awareness of legislation relevant to the position, particularly in regard to Work Health and Safety requirements.
- Asset management and contractual law skills.

### DELEGATION LEVEL

- Level 3

### CORE COMPETENCIES OF THE ROLE

#### Customer Focus / External Contact

- Develops strategic relationships with senior staff within Northcott and other organisations.
- Clearly articulates Northcott's Purpose and Vision to stakeholders through verbal and written information.
- Monitoring suppliers and overseeing inventory controls are in place to ensure accurate quantities of stock/supplies are purchased at the best price and within specified timeframes.
- Maintaining quality standards for all the facilities/properties by overseeing the facilities daily to ensure daily cleanliness, security, and repairs are performed.
- Formulating policy, operational and customer service standards for the organisations' facilities management.
- Addressing users' repair needs and meeting lessor expectations.
- Manages the Specialist Disability Accommodation (SDA) portfolio ensuring all regulatory requirements are met.

#### Relationship Building

- Establishes professional relationships at a Senior and Executive level.
- Develops and maintains a network of contacts of key stakeholders.
- Selecting reliable sources of supply, engaging complimentary suppliers and working with key suppliers to improve value delivered to the organisation.
- Working with senior management/Executive and the marketing team to implement strategies to market properties when identified including growth/development opportunities.
- Liaising with internal staff and external contractors to ensure all user needs are met and maintenance projects undertaken in line with the business strategy in a cost-effective manner.

#### Problem Solving

- Stakeholder management strategies.
- Demonstrate a depth of understanding of relationship management principles and reflect the organisation's culture.

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- Conducting technical, business and process analysis identifying areas for improvement and providing advice to senior management.
- Developing, piloting, testing, and implementing procurement tools.

### Leadership

- Provides leadership in the implementation of Northcott's Strategic/Business plan.
- Oversees the development of operational plans with the team which flow from the Strategic Plan.
- Ensures all government legislation and the organisations policies and procedures are implemented effectively.
- Complies with, reports on, and actively participates in Northcott's Safety and Injury Management Procedures and ensure staff are provided with information, resources, and training in these procedures as well as Northcott's WH&S Procedures.
- Monitoring and developing KPIs and performance objectives for staff including training and development needs to ensure performance standards are achieved.

### Financial Impact

- Involved in the budget process and makes recommendations for corrective actions to maintain the integrity of the budget process.
- Developing and managing the budgets for capital expenditure.
- Demonstrates financial management, planning and budgeting skills including the capacity to interpret financial and output/outcome performance data.
- Contributing to and implementing the organisation's strategic purchasing/procurement plan in line with the overall business performance goals.
- Overseeing the preparation of tenders, contracts, business cases, proposals, and the negotiation of contracts.
- Maintaining programs for vendor analysis/management and cost reduction to ensure improvements in efficiencies and effectiveness of the procurement process.
- Negotiating property related transactions such as lease agreements, rentals, purchase contracts, etc.

### Time Impact

- Managing and scheduling activities for staff to ensure maintenance and other activities are undertaken in the most effective manner.
- Supervising staff on a regular basis to ensure compliance with project plan, budgets, and agreed timeframes.
- Managing the presentation and day-to-day operations of allocated properties including security, maintenance, and safety.

### DUTIES

The typical duties of this position include:

1. Develops strategic relationships with senior staff within Northcott and other organisations.
2. Manages the Specialist Disability Accommodation (SDA) portfolio ensuring all regulatory requirements are met.
3. Lead development, management and review of leases, contracts, tenders, and supplier agreements to meet business requirements, standards and industry benchmarks.

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4. Establish and provide reporting and timely advice to stakeholders regarding issues and assessment of facilities, plant and equipment requirements to support capital planning and investment.
5. Monitoring suppliers and overseeing inventory controls are in place to ensure accurate quantities of stock/supplies are purchased at the best price and within specified timeframes.
6. Developing, piloting, testing, and implementing procurement tools.
7. Conducting technical, business and process analysis identifying areas for improvement and providing advice to senior management.
8. Monitoring and developing KPIs and performance objectives for staff including training and development needs to ensure performance standards are achieved.
9. Coaching and guiding leads in the facilities, procurement, contracts and fleet teams around all people management aspects to ensure expected performance standards are achieved.
10. Developing and managing the budgets for capital expenditure.
11. Contributing to and implementing the organisation's strategic purchasing/procurement plan in line with the overall business performance goals.
12. Overseeing the preparation of tenders, contracts, business cases, proposals and the negotiation of contracts.
13. Negotiating property related transactions such as lease agreements, rentals, purchase contracts, etc.

**This list is indicative only and is subject to change. All Northcott employees are required to comply with any reasonable work requests as directed by their employer from time to time.**

### NORTHCOTT POLICY AND PROCEDURES

All Northcott employees are expected to be familiar with and adhere to Northcott policies and procedures. For more information see your manager or refer to the policy and procedures available on the Northcott Intranet.

Employee's Signature

Employee's Name

Date

**Please forward a signed copy to Human Resources.**