

POSITION DESCRIPTION

POSITION TITLE: Building and Facilities Officer

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| Division: | Corporate Services |
| Department: | Property, Assets & Administration |
| Job Profile: | CSS Level 4 |
| Banding or Award: | Salary Band 1 |
| Reports To: | Manager – Building and Facilities |

About Us

Ability Options is a not-for-profit organisation that is characterised by a strong Vision, continuous Mission, and universal Values. We keep the people we support at the centre of our hard work by providing Disability and Employment services across NSW. We offer vulnerable people high-quality services that foster their wellbeing and inclusion in the community. We pride ourselves on delivering a person-centred approach, highlighting people's right to both choice and self-determination. We have a passion to make an impact on people's lives. We champion all people to achieve their aspirations and goals, ensuring they are included in their chosen community and have access to a range of opportunities.

The Ability Options workplace is a safe and diverse environment that encourages strong leadership and innovation. People are our greatest asset, as our services create experiences and opportunities for our customers. Our personalised and responsive support is rewarding not only for people using our services, but also for our employees. We work alongside partners who share and exercise our Values of Trust, Inclusion, Respect, Courage, and Leadership. Whether it is providing employment opportunities, giving work experience, or assisting people to live in various scenarios, we provide meaningful experiences, and inclusion for everyone.

Our Values



INCLUSION

We **embrace, encourage** and support **diversity** in everything we do



LEAD

We are a sector and service leader by **innovating, improving,** and **partnering** with others



COURAGE

We **act** on our **values** ensuring they are central to everything we do



RESPECT

We treat our participants, their families, communities, partners and each other with **dignity, appreciation,** and **recognition**



TRUST

We deliver on our promises, encourage feedback and work with **honesty** and **openness**

Primary Purpose

The Building and Facilities Officer is responsible for providing efficient, proactive, and cost-effective building and asset services within their relevant portfolio of sites and ensure they work to Ability Options' Vision, Mission, and Values, and assist to deliver our strategic and operational plans.

The Building and Facilities Officer ensures all properties and assets are protected and enhanced through the planning and implementation of regular inspections, coordinating property repairs and maintenance, cyclical maintenance and planned works including capital works projects.

The role is responsible for the administration and management of building services contracts, contractor management, lease agreement coordination/documentation and assisting with fleet queries as required.

In addition, the role is the key day-to-day contact for the Property team within their portfolio and represents the team and wider Corporate Services team with a high degree of professionalism in their work transactions. This role collaborates with internal stakeholders, contractors, and external contacts to provide the required level of service, balanced by budget, need and effective management of assets.

The role ensures excellent compliance with all statutory and legislative requirements relating to building services, including WHS legislative requirements to ensure the provision of an appropriate and safe environment for all staff, customers, and the public. It operates with a high level of autonomy and is expected to display significant initiative, sound judgement, and reliable subject matter expert advice in carrying out the requirements of the position.

Key Accountabilities

Organisation/Sector Knowledge

- Develop and maintain excellent working knowledge of Ability Options services, operations, and strategies.
- Understand and maintain knowledge of relevant policies and processes.
- Maintain a working knowledge of organisational structure and roles to ensure you can access and use the support and systems appropriately.

Planning

- Develop and maintain systems to ensure effective scheduling and management of the repairs and maintenance required on all building, facilities, and other assets.
- Organise, prioritise, manage, and demonstrate accountability of own workload, and administrative tasks.
- Develop scopes on planned works and commercial office projects.
- Assist Operational teams with the planning and actioning of property related items for participant transitions within Ability Options properties.
- Plan roll in and roll out of properties and other assets during the procurement and disposal process.

Teamwork/Leadership and Culture

- Be an effective and participatory team member reflecting the Ability Options Mission, Vision and Values.
- Inspire your colleagues and teams by creating a positive workplace culture driven by our Mission and Values
- Ensure that all necessary service standards are met or exceeded including Ability Options and regulatory.
- Build trust through role modelling the desired behaviours, encouraging and being open to feedback/ideas, demonstrating consistency in 'practice' and decision-making and being reliable.
- Promote and model the sharing of knowledge and information with team members.
- Assist in driving positive change processes of property related matters and projects.

Communication

- Use positive engagement techniques that align with Ability Options values.

- Be responsive to stakeholders to ensure transparent and high-quality service provision.
- Adapt communication styles to meet individual needs.
- Maintain effective relationships with a variety of internal and external stakeholders.
- Provide prompt, thorough, and accurate information/reports to their Manager to ensure they are appropriately informed.
- Effectively manage complex and sensitive enquiries and seeks guidance from their Manager.

Service Excellence - Customer Experience

- Handle service enquiries or problem resolution of a more complex nature for a diverse range of internal and/or external customers.
- Represent the Property team in a professional, and positive way with a customer service and outcomes based approach.
- Determine needs and service expectations in sensitive situations and then appropriately adjust processes and own approach.
- Ensure communication between their own team and colleagues is kept of a high standard and all queries are dealt with in a timely manner.
- Recognise and celebrate positive performance.
- Provide guidance to less experienced team members.

Quality and Continuous Improvement

- Monitor contractors, their quality of work, and service level agreements.
- Undertake regular inspections buildings, facilities and vehicles to ensure maintenance standards are met, properties are safe, welcoming, and compliant to relevant standards and legislation.
- Apply problem solving and decision-making tools across a wide range of policies, processes and procedures.
- Ensure that regulatory and internal audit, compliance, reporting and continuous improvement requirements are understood and met.
- Look for opportunities and make recommendations to drive continuous improvement.

Financial Sustainability – Value for money

- Understand financial targets, results and support their Manager to achieve overall business financial objectives in the team.
- Assist in developing annual operational and capital expenditure budget, ensuring forecasts are calculated correctly.
- Ensure the required service and billing records are maintained accurately.
- Approve purchases within approved delegation limits and timely approval of invoices within accounting system.
- Monitor project phases to ensure they are delivered as per scope, on budget and on time to avoid disruption of services.
- Maximise cost efficiency of services.
- Prepare Capital Expenditure reports for approval, ensuring accuracy and alignment with budget.

Risk Management – Compliance – WHS

- Maintain up to date knowledge of and compliance with current Work Health and Safety legislation and responsibilities.
- Model and implement safe work practices.
- Ensure Ability Options Risk Management Framework is applied to all site activities and risks mitigated.

- Ensure that risk management plans are developed, documented, signed off and monitored.
- Ensure WHS issues are raised, and incidents reported in accordance with Ability Options procedure.
- Ensure all business activities are conducted safely and promote the physical and psychological safety of Ability Options People and other stakeholders.
- Liaise with the WHS Committee and WHS Coordinator on WHS incidents requiring property involvement, supporting investigations, corrective actions, and resolution of safety issues.

Reporting/Documentation/Administration

- Raise and process work orders, and ensure records are maintained timely and accurately in the work order/contractor system.
- Ensure own KPI's and performance planning outcomes are delivered.
- Ensure compliance based KPIs are consistently achieved in accordance with organisational requirements.
- Adhere to reporting, documentation and administrative requirements in appropriate business systems including audit and certification scopes.
- Identify gaps and suggests changes to reporting and administrative processes, documentation, and procedures.
- Assist with implementing agreed changes within the work area.
- Manage projects from initiation to completion to ensure delivery within scope, budget, and timeframes.
- Maintain timely and accurate project records and reporting, including project management checklists and documentation.
- Other ad hoc duties and projects as assigned by the General Manager and Manager – Building and Facilities.

Position Dimensions

Freedom to Act is subject to Delegation Policy, relevant legislation, regulations, Ability Options' policy and procedures, in conjunction with CEO directives.

Exercise judgement and initiative.

Financial delegations as per Ability Options' policy and within agreed budgets.

Key Relationships

- | | |
|---|---|
| <ul style="list-style-type: none"> • Disability Operations leaders • Employment teams and Leaders • Corporate Services teams (Finance, ICT, Business Analytics, Communications, Marketing) • Senior Leadership Team | <ul style="list-style-type: none"> • Government Agencies including Department of Communities & Justice • External trades and contractors • Housing providers (SDA & SIL) and Real-Estate Property Managers • Funding bodies and government agencies |
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ESSENTIAL CRITERIA

- Experienced in all aspects of property maintenance and a commitment to deliver reliable, efficient, and seamless services to the business divisions throughout the organisation.
- Exceptional communication skills, and a friendly and professional demeanour.
- Experienced in strong service contract management and a solution-focused mindset to resolve building and facilities related issues.
- Ability to build strong relationships with internal and external stakeholders to achieve a common goal.

- Ability to work autonomously, take initiative and deliver set tasks with accuracy and the appropriate sense of urgency.
- Ability to organise, prioritise, manage, and demonstrate accountability of own workload, projects, and administrative tasks.
- Ability to adapt to changing/competing work priorities.
- Confidence and a good understanding in Microsoft Office programs, and able to learn new systems and operating platforms quickly.
- Experience in a similar position within the property management, facilities management, construction, or relevant industries.
- Working knowledge of Commercial and Residential property leasing transactions.
- Willingness to travel regularly within assigned portfolio to conduct property inspections, inspect projects and other ad hoc site visits as required. Some overnight travel required, depending on base location.
- Current driver's licence – minimum P2.
- Willingness to undertake a Police Check.

General attributes:

- Adaptable and resilient to respond to changing business needs, conditions and work responsibilities that achieve successful outcomes.
- Actively attempts to influence events to achieve goals. A self-starter who takes charge where required.
- Logically integrates various ideas and information to form effective goals, objectives, timelines, action plans and solutions. Organises resources effectively / efficiently.
- Participates actively and positively within the team to which the role belongs.
- Listens to other views and contributes ideas / suggestions. Works cohesively with other team members.

DESIRABLE CRITERIA

- Relevant tertiary qualifications
- Previous experience in the Non-For-Profit Sector
- Experience in Salesforce based platforms
- Trade knowledge in any field

COMPLIANCE REQUIREMENTS

| DOCUMENT | REQUIRED | OTHER RELEVANT INFORMATION |
|--|----------|----------------------------|
| NDIS Worker Check | No | |
| Police Check | Yes | |
| Working With Children Check (NSW) | No | |
| First Aid Certificate (min. HLTAID011) | No | |
| CPR Certificate (min. HLTAID009) | No | |
| Driver Licence (NSW – minimum P2) | Yes | |

| | | |
|--------------------------------------|----|-------------------------|
| Motor Vehicle Registration Documents | No | |
| Comprehensively Insured Vehicle | No | |
| Professional Qualification | No | If yes, please specify: |

SIGN OFF

Employee Name:

Signature:

Manager Name:

Signature:

Date:

VERSION CONTROL

PD DEVELOPED BY:

Manager – Building and Facilities

PD APPROVED BY:

Chief Corporate Services Officer

REVIEWED BY HR:

Adrienne Morris

PD EFFECTIVE DATE:

May 2026