

## POSITION DESCRIPTION

### POSITION TITLE: Building and Facilities Officer

Division:	Corporate Services
Department:	Property, Assets & Administration
Job Profile:	CSS Level 4
Banding or Award:	Ability Options' Band B
Reports To:	Manager – Property, Assets & Administration

## 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 ensures our buildings and assets are taken care of in an efficient, cost-effective manner. They work to align with Ability Options' Vision, Mission and Values to achieve our strategic and operational plans.

The officer oversees regular inspections, property repairs, maintenance, planned works including capital projects to protect and improve our properties and assets. They manage building services contracts, coordinator lease agreement and assist with fleet-related matters.

The Building and Facilities Officer operate with autonomy, displaying initiative, sound judgment and expertise to fulfill the positions requirements effectively.

## 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.
- Ability to organise, prioritise, manage, and demonstrate accountability of own workload and projects.
- Assist Operational teams with the planning and actioning of property related items for participant transitions within Ability Options accommodation properties.
- Facilitating planning and execution of move in/vacate activities in properties and other assets during the procurement and disposal process including effective make good works.
- Planning for upcoming property lease expiries, consulting with stakeholders where required and processing relevant documentation.

### Teamwork/Leadership and Culture

- Be an effective and participatory team member reflecting the Ability Options Mission, Vision and Values.
- Inspire colleagues 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.
- 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

- Responsible for professional and timely communications with property owners, managing agents and other stakeholders.
- Able to communicate flexibly in an appropriate manner to diverse audiences. Adapting communication styles to meet individual needs.
- Be responsive to stakeholders to ensure transparent and high-quality service provision.
- Maintain effective relationships with a variety of internal and external stakeholders.
- Provides prompt, thorough, and accurate information/reports to their Manager .
- Effectively manages complex and sensitive enquiries and seeks guidance from their Manager.

### Service Excellence - Customer Experience

- Handles service enquiries or problem resolution of a more complex nature for a diverse range of internal and/or external customers.
- Represents the Property team in a professional, and positive way with a customer service and outcomes based approach.
- Ensures 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.
- Incident management targets met on actioning of work orders and maintenance requests.
- 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.
- Able to identify opportunities and make recommendations to drive continuous improvement.

**Financial Sustainability – Value for money**

- Understanding of 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.
- Monitoring project phases to ensure they are delivered as per scope, on budget and on time to avoid disruption of services.
- Approves purchases within approved delegation limits and timely approval of invoices within accounting system.
- Adhering to authorised delegation, and approval processes.
- Assisting in make good provision calculations and managing costs throughout process.
- Ensure the required service and billing records are maintained accurately.
- Approves purchases within approved delegation limits and timely approval of invoices within accounting system.

**Risk Management – Compliance – WHS**

- Maintain up to date knowledge of and compliance with current WHS 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 property set up and inspections adhere to all WHS, emergency management, fire safety and site compliance requirements.

**Reporting/Documentation/Administration**

- Raise and process work orders, and ensure records are maintained timely and accurately in the work order/contractor system.
- Adheres to reporting, documentation and administrative requirements including audit and certification scopes.
- Identifies gaps and suggests changes to reporting and administrative processes, documentation, and procedures.
- Assists with implementing agreed changes within the work area.
- Uses relevant business systems for reporting and administrative purposes and maintains appropriate documentation to required standard.
- Other ad hoc duties and projects as assigned by the General Manager and Manager – Property, Assets & Administration.

**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

- Senior Support Worker
- Practice Leader
- Senior Manager
- Employment teams and Leaders
- Corporate Services teams (Finance, ICT, Business Analytics, Communications)
- Marketing team
- Senior Leadership Team
- Government Agencies including Department of Communities & Justice
- External trades and contractors
- Housing providers and property managers
- Funding bodies and government agencies

## ESSENTIAL CRITERIA

- Experience in all aspects of property maintenance and a commitment to deliver reliable, efficient, and seamless services to the business divisions throughout the organisation.
- Exceptional interpersonal, written and verbal communication skills, and a friendly and professional demeanour.
- Demonstrated experience in managing multiple projects concurrently successfully.
- Strong service contract management skills and a solution-focused mindset to resolve building and facilities related issues.
- Ability to build strong relationships with internal and external stakeholders achieve a common goal.
- Ability to work autonomously, take initiative to deliver set tasks with accuracy.
- Ability to organise, prioritise, manage, and demonstrate accountability of own workload and, projects.
- Strong time – management skills, and strong organisational and problem solving skills with an ability to multi task, work under pressure and 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.
- Property management, facilities management, construction, or relevant industries experience.
- Knowledge of Commercial and Residential property leasing transactions.
- Willingness to travel within assigned portfolio to conduct property inspections, inspect projects and other ad hoc site visits as required.
- Current driver's licence – minimum P2.
- Willingness to undertake a Police Check.

### General attributes:

- Demonstrate thoughtful teamwork and leader qualities by being observant, self-reflective and action oriented.
- Takes a collaborative approach and is genuinely committed to working with others to achieve outcomes.
- Continuous commitment to learning and embraces technology and innovation.
- Adaptable and resilient to respond to changing business needs, conditions and work responsibilities .
- Outcomes focused, deliver results and take accountability for the quality and achievement of outcomes.
- Effective communication skills, able to convey and adjust ideas / messages in an appropriate manner.
- Customer focused and able to collaboratively build / maintain relationships internally and externally.
- Highly organised and self-motivated, with the ability to effectively manage multiple tasks and priorities.
- 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 and work cohesively with other team members.

## DESIRABLE CRITERIA

- Relevant tertiary qualifications
- Previous experience in the Non-For-Profit Sector
- Working knowledge of Fleet Management
- 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:	Kerry Glen: General Manager – Property, Assets & Administration
PD APPROVED BY:	Chief Corporate Services Officer
REVIEWED BY HR:	Kelly Kean: Senior Manager – HR Operations
PD EFFECTIVE DATE:	March 2024