

<b>Position Title:</b>	Facilities Officer (Part time)
<b>Division:</b>	Facilities and Property Services , Infrastructure
<b>Direct Reports:</b>	Nil

### KEY OBJECTIVE OF THE SERVICE/DEPARTMENT:

To ensure Northcott's Facilities are well maintained for staff and customers.

### KEY OBJECTIVE OF THE POSITION:

The Facilities Officer is a member of a team responsible for undertaking and/or arranging maintenance and repairs to Northcott properties in a timely manner.

### PERSON SPECIFICATIONS (SKILLS & KNOWLEDGE)

- Time management skills and ability to work autonomously
- Good communication and interpersonal skills
- Professional confidence
- Computer literacy
- Interest in maintaining relevant industry knowledge and understanding changes in regulations and standards
- Current driver's license

### QUALIFICATIONS & EXPERIENCE REQUIRED

- Demonstrated experience in the management of facilities and maintenance
- Trade qualification (highly desirable)
- Experience in using a computerised maintenance management service (CMMS)
- Knowledge of relevant building classifications, standards, laws and regulations impacting areas of facility management and disability services
- Understanding of WHS legislation

### DELEGATION LEVEL

Nil

### KEY RELATIONSHIPS

Internal – Facilities team, Fleet team, Finance, Service Centre Managers  
External – Contractors and Suppliers

### CORE COMPETENCIES OF THE ROLE

#### Customer Focus / External Contact

- This position will involve daily communications with colleagues, customers and tradespeople
- Interactions must be polite and professional at all times

#### Relationship Building

- This role has significant relationships with all staff
- Building and maintaining relationships with key external partners

#### Problem Solving

- The role is required to assess and action problems that arise in an analytical manner
- Using industry knowledge to support the team to address difficult or complex requests

#### Financial Impact

- The role will be required to manage small purchases as needed to undertake daily work
- Expenditure outside of delegation will require Manager approval

#### Time Impact

- This position requires daily, weekly and monthly decision making and planning
- The position holder may from time to time be required to make stand-alone decisions in a timely manner on matters that impact on your ability to carry out your duties.

#### Communication

- Communication should be respectful and reflect best practice in regards to maintenance works
- Consult with Manager for important and decisions outside of business delegation
- Use of Helpdesk system to record and manage jobs and maintain record of works

### DUTIES

The typical duties of this position include:

1. Processing work requests that are logged in the Facilities helpdesk system by staff and supporting staff with maintenance and repairs requests
2. Where appropriate undertake maintenance and repairs at a site when required with a key focus on Queensland sites
3. Liaise with contractors to obtain quotes, gain approvals in accordance to delegations manual and inspect completed works to ensure a high standard is maintained
4. Work with Manager Facilities Infrastructure on select projects including renovations, fit outs and closing site works and other key capital projects
5. Undertake site inspections annually and as required in relation to general maintenance, projects and auditing requirements
6. Ensure plant and equipment at sites is functioning correctly and is maintained according to servicing requirements- covering all fixed and unfixed disability equipment, white goods, furniture etc
7. Manage grounds maintenance all locations with dedicated focus at Arundel and The Getaway to ensure access and safety for customer use and staff program delivery as well as good presentation of the Northcott/Montrose brand

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8. Be a key contact for security and other emergencies including after-hours site attendance and securing of buildings both during business hours and after hours for Queensland sites (noting this may be on a part time basis)
  9. Support Northcott fleet team to manage Queensland motor vehicle fleet as required
  10. Manage consumables and/or support sites with management of their consumables
  11. Maintain industry related knowledge and attend training as required

**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.

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Employee's Signature

Employee's Name

Date

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