

# POSITION DESCRIPTION



COMMUNITY HOUSING LTD  
GROUP OF COMPANIES

## GLM FACILITIES SERVICES COORDINATOR

**Location:** GLM Sites – Flemington, Brighton, Prahran

**Reports to:** GLM Operations Manager

**Supervises:** Asset Planner, Caretakers

**CHL Capability Band:** #2

<b>Primary Purpose:</b>	The GLM Facilities Services Coordinator supports the GLM Operations Manager by assisting with the oversight of the GLM service contract and GLM properties under management.
<b>Context:</b>	This is an important role contributing to CHL’s vision of a world without housing poverty and is a role model for CHL’s values, vision and goals. Staff working at this level are expected to manage work practices for the health and wellbeing of staff and promote and adopt a balanced and positive approach to work.
<b>Work Health &amp; Safety</b>	Ensure all tasks and activities associated to the role’s operations comply with WHS legislation, relevant State jurisdiction and CHL health and safety policies, procedures and directions
<b>Responsibilities:</b>	<p>The GLM Facilities Services Coordinator will have oversight and participation of but not limited to the following:</p> <ol style="list-style-type: none"> <li>1. Lead the Team in asset management strategies by proactively assessing the portfolio</li> <li>2. Align the delivery of asset management to relevant standards including the ISO 55000 asset management standards</li> <li>3. Maintains a relationship with vendors and potential suppliers and ensure regular reviews are conducted.</li> <li>4. Where required, actively pursues the engagement of additional service providers and suppliers in conjunction with the Subcontractor Coordinator to ensure the following, quality, timeliness and cost effectiveness.</li> <li>5. Maintenance and project works for the property portfolio are completed with the agreed timeframes</li> <li>6. Remediation work undertaken by the maintenance contractors is appropriate and correct in accordance with the maintenance specifications</li> <li>7. Maintain accurate records of compliance</li> <li>8. Certificates and maintenance related documentation</li> <li>9. Assist with the establishment of Asset management plans for all GLM sites and that they are updated annually</li> <li>10. Maintain and act within allocated budgets providing monthly reports of expenditure against budget</li> </ol>
<b>Technical Skills, Experience &amp; Qualifications:</b>	<ul style="list-style-type: none"> <li>• 5 plus years experience in executing asset management strategy, maintenance and refurbishment services in public/community or private sector</li> <li>• Working with diverse groups of stakeholders</li> <li>• Understanding of asset management principals and their application to property.</li> <li>• Demonstrated computer literacy in windows (Microsoft) and asset management systems</li> <li>• Understanding of the Building Act and related regulations.</li> <li>• Understanding of the Residential Tenancies Act.</li> <li>• Desire to be part of a values driven and community focussed organisation.</li> <li>• Have a qualification in property management or project management will be an advantage.</li> <li>• Appropriate tertiary qualifications in trade, marketing or relevant business related discipline are preferred but no essential</li> <li>• Green/White card (or ability to obtain)</li> <li>• Current drivers licence</li> <li>• Satisfactory Police &amp; Working With Children’s Checks</li> <li>• Commitment to the right of every person to good quality housing</li> </ul>

<p><b>Key Capabilities:</b></p>	<p><b>Continuous Improvement</b> – Responds proactively to a continuous improvement environment and changing circumstances and adjusts activities when necessary</p> <p><b>Strategic Thinking</b> – Understands the work environment and contributes to the development of plans, strategies and team goals</p> <p><b>Self Awareness</b> – Reflects on own performance and behaviour and actively seeks feedback to inform own learning and development needs.</p> <p><b>Teamwork</b> – Builds cooperation and overcomes barriers to information sharing communication and collaboration</p> <p><b>Business &amp; Political Acumen</b> – Understands CHL’s strategic direction and business goals and the political context. Understands the impact of external events and changing stakeholder needs on CHL.</p> <p><b>Nurtures Relationships</b> – Builds and sustains positive relationships with team members, stakeholders and clients. Anticipates and is responsive to client and stakeholder needs and expectations</p> <p><b>Integrity</b> – Understands and models CHL’s social, ethical and organisational standards and responsibilities in all interactions</p> <p><b>Professionalism &amp; Accountability</b> – Takes responsibility for own work tasks, utilises the specialist expertise of others within CHL and contributes own expertise to achieve outcomes for the business unit</p> <p><b>Financial Management</b> – Effectively manages relevant financial processes and reporting. Assists with budget reviews and works to established budgets. Is aware of and understands financial delegation principles and processes.</p> <p><b>Client Focus</b> - Demonstrates detailed knowledge of client issues and ensures service delivery responds to client needs.</p>
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