

<b>Position Title</b>	<b>Facilities Manager</b>
<b>Location</b>	Various Sites
<b>Child Safety (Prohibited Persons) Act 2016</b>	Prescribed
<b>Award</b>	Social, Community, Home Care & Disability Services Industry Award 2010
<b>Classification</b>	Social and Community Employee Level 6
<b>Reporting Relationships</b>	Reports to the Group Leader, Property Maintenance  Direct reports: - NIL

## Position's Primary Purpose

The Facilities Manager is responsible for the operational management and oversight of all facilities across Junction, including residential, commercial and office spaces, to ensure they are safe, compliant, cost effective and fit for purpose.

This role supports service delivery by maintaining high standards of facility functionality, safety and sustainability, while providing specialist coordination and informed advice on asset performance, compliance and continuous improvement and contributing to community place making principles.

The Facilities Manager takes a lead role in communicating with internal and external stakeholders, including Group Leader, Property Maintenance, key team members, contractors and tenants, by exercising initiative and judgement to assess building performance, coordinate proactive maintenance strategies, monitor risks and provide timely reporting within budget and compliance requirements.

## Key Accountabilities

- Ensure a high level of consistency and service is achieved in line with Junction's Asset Management Framework, policies and procedures
- Working closely with the Group Leader, Property Maintenance to monitor, analyse and manage the building's budget, including maintenance and repairs costs, by being cost effective
- Bringing together community and space that aligns with our Placed Based Framework
- Co-ordinate the day-to-day functions of a building including cleanliness, plumbing, electrical systems, security systems, common areas by scheduling routine maintenance and addressing urgent repairs needs to prevent costly issues and maintain tenant satisfaction.
- Ensure compliance with all relevant legislation and regulations, including health, safety and building codes; monitor emergency systems like fire alarms and extinguishers; oversee security and access control; and coordinate and review safety inspections, emergency protocols and compliance actions.
- Attend sites on a regular basis and undertake inspections and safety walks to ensure a safe environment for the community
- Act as a primary early point of contact for tenants, co-ordinating enquiries, complaints and requests, ensuring concerns raised are addressed appropriately and efficiently, including assessing possible tenant damage.
- Triage issues to ensure they are allocated to the relevant teams at Junction
- Inspecting the buildings regularly to identify preventative maintenance needs and safety hazards.

- Monitor, assess and report key risks with contractors and the contracting environment and make recommendations accordingly
- Manage onsite contractor delivery of maintenance in accordance with Housing Services frameworks and within budget constraints
- Manage strata management and common by-law requirements, including attending strata meetings representing Junction when required
- Support the performance and relationships of Junctions contractor panel across maintenance
- Monitor and audit quality of works in association with the delivery of responsive maintenance work
- Contribute to the implementation, monitoring, review and continuous improvement of practices and procedures in accordance with the National Regulatory System for Community Housing or other relevant quality standards adopted by the organisation
- Contribute to strategic planning and ensure activities are consistent with the annual plan, budgets or approved variances and the quality, risk and effectiveness plans
- While the hours of work should be standard, there may be a requirement to attend to any tenant/building urgent matters after hours.

## Key Relationships

Who	How
<b>Internal</b>	
Group Leader	Liaise on operational matters and report key information, emerging trends, issues and/or risk factors that may impact upon the effectiveness, sustainability and/or growth of the business
Tenancy & Property Teams	Build rapport and maintain a collaborative working relationship to ensure maintenance work is communicated and understood when programs of work are delivered
Stakeholders	Work collaboratively with internal stakeholders in relation to maintenance matters through provision of appropriate technical information and guidance
<b>External</b>	
Stakeholders	Develop and foster positive relationships whilst maintaining a collaborative and connected approach to service delivery with contractors
Service Providers	Develop effective partnerships to deliver positive tenant outcomes

## Core Values

Junction aspires to deliver flexible and responsive services that are underpinned by the following core values:



 <p><b>IMPACT</b></p>	 <p><b>PASSION</b></p>	 <p><b>INTEGRITY</b></p>	 <p><b>RESPECT</b></p>	 <p><b>COLLABORATION</b></p>
<p><i>We are determined to make a meaningful difference with a long-term impact and ripple effect of positive change.</i></p>	<p><i>Our tenacity brings passion to our purpose, fuelling our motivation and unwavering commitment to drive change.</i></p>	<p><i>Trusting, fair and supportive, we act with openness and honesty, preserving the dignity for the clients and tenants we work with.</i></p>	<p><i>We have an inherent belief in the value of all people and respect the right to navigate life's complexities with choice and control.</i></p>	<p><i>United by compassion and a true sense of solidarity, we are a like-minded group working together towards our vision.</i></p>

# Position Description



## Capability Summary

The Junction People Capability Framework applies to all employees and is key in ensuring our Values are embedded in all we do. See attached list of all capabilities for the level of this role.

CAPABILITY GROUP	CAPABILITY NAME			
<b>OUTCOMES FOCUSED</b>	Positively impact clients	Deliver results	Drive innovation	Plan and prioritise
<b>PERSONAL ATTRIBUTES</b>	Act with integrity	Live our values and embrace	Show resilience and adaptability	Display self-awareness and motivation
<b>POSITIVE RELATIONSHIPS</b>	Client centric	Influence and negotiate	Communicate effectively	Work collaboratively
<b>LEADERSHIP &amp; PEOPLE MANAGEMENT</b>	Inspire and lead with purpose	Manage through our Values	Support and develop our people	Make sound and agile decisions
<b>BUSINESS ENABLERS</b>	Manage change	Optimise resources	Leverage technology	Understand financial requirements

## Position Requirements

- A satisfactory Working with Children Check (WWCC) or General Probity Check must be completed, (as applicable), prior to commencing employment and maintained thereafter
- Current Safe Environments Certificate is required, and the employee must comply with relevant state legislation to support a child safe organisation
- Holds a current unencumbered Australian Driver's Licence or equivalent, and is willing to drive
- Willing to work occasional flexible hours to meet operational requirements

## Selection Criteria

### **Education and Knowledge**

- Degree or tertiary qualifications in a property related field (Property, Building Management, Quantity Surveying or Project Management) or proven significant experience, within these fields, - essential
- Understanding of community housing, including relevant regulatory, compliance and quality frameworks - desirable

### **Skills and Experience**

- Demonstrated high level experience as a Building Manager, including the exercise of initiative, professional judgement and decision-making in complex operational environments - essential
- Demonstrated experience in successfully managing multi-site portfolios and coordinating, advising and influencing internal and external stakeholders - essential
- Demonstrated knowledge of building operations, maintenance provisions and compliance obligations, including the ability to interpret requirements and apply them to the operational planning and oversight - essential
- Highly developed organisational, problem solving and decision-making skills, including the ability to prioritise competing demands and resolve complex issues
- High level understanding of budgeting and performance management, including monitoring expenditure, interpreting trends and supporting cost-effective decision-making
- Strong understanding of work health and safety and risk management principles, with the capacity to identify issues, monitor risks and support appropriate mitigation strategies
- Demonstrated strong communication (verbal and written) and interpersonal skills, including the ability to prepare clear reports and provide informed advice to a range of stakeholders
- Demonstrated experience in the provision of exceptional Service Excellence
- Intermediate level computer literacy using the Microsoft Office Suite and experience using tenancy management software
- Demonstrated experience in implementing and reviewing operational practices and procedures - desirable
- Demonstrated continuous improvement skills to assist with analysing processes, streamlining procedure and creating operational efficiencies where identified

## Equal Employment Opportunity

*Junction is an equal opportunity employer that embraces a culture of diversity. We encourage applications from the Aboriginal and Torres Strait Islander community, people with disability, and people from every culture, gender and sexuality identity, age and ethnic background. Junction is committed to being a Child Safe organisation and has zero tolerance for child abuse.*



# LEADING OTHERS

OUTCOMES FOCUSED	PERSONAL ATTRIBUTES	POSITIVE RELATIONSHIPS	LEADERSHIP & PEOPLE MANAGEMENT	BUSINESS ENABLERS
<p><b>Positively Impact Clients</b></p> <ul style="list-style-type: none"> <li>Encourages a strong customer-focus and builds understanding of client/customer perspectives within their team</li> <li>Fosters respect for clients/customers and stakeholders</li> <li>Delivers services that deliver positive outcomes</li> </ul>	<p><b>Act with integrity</b></p> <ul style="list-style-type: none"> <li>Promotes ethical and professional behaviour</li> <li>Acts on inappropriate behaviour/ misconduct in alignment with Junction Values and Code of Conduct</li> <li>Takes responsibility for mistakes and learns from them</li> </ul>	<p><b>Client Centric</b></p> <ul style="list-style-type: none"> <li>Actively works to understand clients/customers and stakeholders</li> <li>Encourages a strong client/customer-focus and builds understanding of client/customer perspectives within their team</li> <li>Promotes and expects respect, professionalism and fairness in all interactions with the community and people we support</li> </ul>	<p><b>Inspire and lead with purpose</b></p> <ul style="list-style-type: none"> <li>Conveys the vision for their area in a compelling way</li> <li>Able to describe how their work, and the work of their team, contributes to organisational objectives</li> <li>Considers wider organisational objectives when making decisions and going about their work</li> </ul>	<p><b>Manage change</b></p> <ul style="list-style-type: none"> <li>Actively promotes change processes and engages in the communication of change initiatives across the workforce</li> <li>Provides guidance, coaching and direction to others while managing uncertainty and change</li> <li>Engages employees in change processes and provides clear guidance and support</li> <li>Identifies and addresses barriers to change</li> </ul>
<p><b>Deliver results</b></p> <ul style="list-style-type: none"> <li>Breaks down projects into objectives and goals, and accurately scopes out length and difficulty of tasks</li> <li>Organises the team to deliver the required work program to a high quality</li> <li>Provides clear and accurate reporting of progress and performance</li> </ul>	<p><b>Value and embrace diversity</b></p> <ul style="list-style-type: none"> <li>Recognises, encourages and includes individual differences and working styles</li> <li>Supports organisational goals by leveraging diversity of thought</li> <li>Encourages open dialogue on diversity and shares experiences and learnings</li> </ul>	<p><b>Influence and negotiate</b></p> <ul style="list-style-type: none"> <li>Ensures that negotiations remain focused on the important issues</li> <li>Offers convincing arguments to make a strong case without getting personal or aggressive</li> <li>Settles disputes equitably by finding common ground and gaining cooperation</li> </ul>	<p><b>Contributes to a positive focus safety</b></p> <ul style="list-style-type: none"> <li>Shows leadership and commitment to safety and wellbeing of self, others and the community</li> <li>Takes safety seriously and does not accept complacent behaviour, reports on good and bad news</li> <li>Effectively uses Junction's safety management systems</li> </ul>	<p><b>Optimise resources</b></p> <ul style="list-style-type: none"> <li>Initiates and develops goals and plans to guide the work of the team, aligning to organisational objectives</li> <li>Allocates resources to ensure achievement of service outcomes</li> <li>Contributes to workforce plans that effectively distribute resources in delivering services</li> </ul>
<p><b>Drive innovation</b></p> <ul style="list-style-type: none"> <li>Encourages creativity and innovation</li> <li>Identifies and implements improved ways of doing things</li> <li>Constructively challenges the status quo</li> </ul>	<p><b>Show resilience and adaptability</b></p> <ul style="list-style-type: none"> <li>Communicates the positive side of change for the team and organisation</li> <li>Assists the team to adapt to a changing environment</li> <li>Maintains an optimistic outlook and focus on the learning in difficult situations</li> </ul>	<p><b>Communicate effectively</b></p> <ul style="list-style-type: none"> <li>Structures messages clearly and concisely, both verbally and in writing and limit jargon</li> <li>Explains complex information using easy to understand language</li> <li>Presents information effectively, outlines the effects and ensures key points are conveyed</li> </ul>	<p><b>Support and develop our people</b></p> <ul style="list-style-type: none"> <li>Deals positively with uncertainty and copes effectively in a changing environment</li> <li>Acts as a coach and mentor, working with others to facilitate continuous improvement</li> <li>Recognises, acknowledges and rewards individual and team achievements</li> </ul>	<p><b>Leverage technology</b></p> <ul style="list-style-type: none"> <li>Demonstrates a strong knowledge and use of technology relevant to the work program</li> <li>Uses existing technology and identifies ways to leverage its value in achieving team goals</li> <li>Supports compliance with records, information and knowledge management requirements</li> </ul>
<p><b>Plan and prioritise</b></p> <ul style="list-style-type: none"> <li>Develops plans that have clear appropriate goals and measurable objectives</li> <li>Anticipates change and builds contingencies</li> <li>Monitors progression of projects, team achievements against work plans and goals</li> <li>Manages priorities to achieve goals and objectives</li> </ul>	<p><b>Display self-awareness and motivation</b></p> <ul style="list-style-type: none"> <li>Seeks and responds positively to constructive feedback and identifies areas of strength and improvement required</li> <li>Demonstrates a high level of personal motivation and encourages this in others</li> <li>Supports and enables others to achieve</li> </ul>	<p><b>Work collaboratively</b></p> <ul style="list-style-type: none"> <li>Works effectively with other parts of the organisation and sector to deliver results</li> <li>Works collaboratively and cooperatively and recognises and rewards those behaviours in others</li> <li>Builds networks with peers</li> </ul>	<p><b>Make sound and agile decisions</b></p> <ul style="list-style-type: none"> <li>Makes time sensitive decisions even when only limited information may be available</li> <li>Acknowledges personal responsibility for outcomes of decisions</li> <li>Makes clear, well-reasoned decisions</li> <li>Applies lateral and creative thinking to generate ideas and solutions and decide actions</li> </ul>	<p><b>Understand financial requirements</b></p> <ul style="list-style-type: none"> <li>Is familiar with financial terminology, policies and processes</li> <li>Understands the impacts of funding allocations on team budgets</li> <li>Seeks financial specialist advice and support when needed</li> </ul>