

Employment

Position Description

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| Position: | Manager Assets and Facilities |
| Agreement: | Lyndoch Living (Health and Allied Services, Managers and Administrative Officers) Enterprise Agreement 2016-2020 |
| Classification: | As per Enterprise Agreement |
| Status: | As per Contract of Employment |
| Qualifications: | Formal qualifications in land information, geomatic engineering / planning, building maintenance or equivalent (desirable) Minimum 3 years' experience in a management role together with demonstrated experience in residential housing maintenance, refurbishment and/or asset management, procurement, land development industry, building trade or equivalent (essential). Current and valid Victorian Driver Licence |

Position Objective(s)

The Manager Assets & Facilities provides operational and strategic leadership and direction across the internal service areas of Lyndoch to ensure the facilities are presented in a clean and safe manner that meet or exceed consumer expectations.

The Manager is considered a senior leader and within the organisation overseeing significant operational functions. As an expert in their field, the Manager will lead the internal service areas to ensure the business property requirements are being fully realised by delivering upon all aspects of facility management including maintenance, fleet management, gardening, contract management, cleaning, domestic supply, laundry, procurement and increasing important compliance across all Lyndoch sites while also ensuring future plans are considered as part of a long term plan of asset management.

This position will be located in Warrnambool however regular travel will be required across the Lyndoch sites.

Lyndoch Living Vision

By recognising each person for the individual they are, we will strive to provide them with the specific services, care and support they need to enjoy a lifestyle that is their own – dignified, engaging, fulfilling and rewarding.

The Lyndoch Way

To support a positive work environment and culture that we believe will best fit the future we are strategically planning for, “nine pillars” have been identified.

One Team

We value and recognise individuality as a vital part of developing a unified voice.

Pride

We support pride and passion in our work and in doing so, we attract others who share our values.

Welcoming Workplace

We encourage warm, friendly and respectful interactions across all aspects of our service.

Yes Culture

We always start with ‘yes’ in every deliberation.

Customer Service

We ensure that customers feel engaged and valued in every interaction.

Innovation

We will enhance our services and exceed customers’ expectations, by embracing innovation and fresh ideas.

Fun and Enjoyment

We recognise that fun and enjoyment are critical to success.

Social Purpose

Through the social conscience of the staff and consumers we actively engage with causes that impact the local community.

Safety

We actively promote safety and wellbeing through the provision of innovative and high quality training, monitoring of risk, and compliance, with OHS regulations.

Key Responsibilities and Duties

Operational Leadership and Management

- Provide expert leadership and management across the internal service areas to ensure the business property requirements are being fully realised by delivering upon all aspects of facility management including maintenance, fleet management, gardening, contract management, cleaning, domestic supply, laundry and procurement.

- Scope, cost, plan and supervise facility refurbishments, renovations, minor works and capital building projects
- Negotiate and manage procurement and contractor/trades to ensure these are cost effective and align with current and future business needs
- Ensure all buildings meet and maintain essential service maintenance requirements
- Management of facilities and related infrastructure including: heating, air conditioning, lighting, fire safety, plumbing, structural and elevator maintenance.
- Management of assets and facilities across all Lyndoch sites
- Management of fleet services including procurement, maintenance, repairs, insurance claims, registrations, roadside assistance and administration
- Co-ordinate the preparation of all necessary documentation for the procurement of facilities management works and services
- Oversee the engagement and performance of contractors of facilities related works and services, in line with organisation policies
- Plan, document and manage facilities resources and systems within the organisation's Business Continuity planning framework
- Establish short, medium and long term departmental goals to ensure future planning aligns with the strategic plan and optimum levels of consumer care.
- Adhere to the Lyndoch organisational Values, service guarantees and service standards, that underpin the Lyndoch operations, business and brand

Financial and Resource Management

- Maintains appropriate records and statistics and prepares reports and submissions as required
- Monitor the use of goods and services within established guidelines
- Monitors and report Key Performance Indicators (KPI's) for internal service areas
- Ensures budgets in delegated cost centres are prepared in line with strategic direction and allocated resources, and ensure the budgets are regularly monitored and managed.
- Favourable and unfavourable trends within budget are reported and corrective action is taken
- Manages resources efficiently and effectively in order to ensure a high quality service
- Identify, proposed, implement and establish new services, new service standards or reallocate/redesign the ways in which such services are provided to meet the strategic direction of the organisation and consumer care requirements.

Quality & Risk Management

- Identifies through observation, audits, incidents and staff feedback areas that require improvement and in consultation with the COO develop and implement improvement initiatives
- In consultation with the Chief Operating Officer and Quality Department, establish Department based quality improvement programs in accordance with program accreditation guidelines

- Ensures continuous analysis and evaluation of quality initiatives and program outcomes and makes changes as needed.
- Ensures Department based programs are consistent with the organisation and best practice philosophy.
- Involved in complaint resolution processes as applicable and required.
- Implement, maintain and continuously improve internal service management systems, policies, processes and practices; ensuring they are in line with funding requirements, relevant legislation, local and statutory regulations and strategic directions

Occupational Health & Safety

- Is actively involved in matters relating to OH&S and ensures safety standards within the work environment are met
- Participates in relevant safety training
- Ensures availability and/or use of protective clothing and/or equipment as appropriate
- Work collaboratively with key stakeholders including the Executive, OH&S team, Leadership Team and OHS Reps to ensure all work safety requirements are met
- Is familiar with emergency procedures and understands individual roles in the event of emergency

Human Resource Management

- Manage, coach, mentor and support staff to achieve their highest potential and the vision of Lyndoch
- Develop and foster a climate of open and transparent communication that ensures staff are informed of organisational goals, strategies and activities to facilitate the provision of safe and effective service provision
- Aligns recruitment to staff turnover, forecast activity levels and budgets
- Leads and monitors staff skill mix and workforce design to patient service requirements
- Advises and supports team leaders in managing staffing profiles and rosters.
- Monitors all leave including absenteeism management

Other relevant duties

- On call as required
- Any other duties as delegated by the Chief Operating Officer that fall within scope of practice

Organisational Relationships

Reports to: Chief Operating Officer

Supervises: Maintenance, gardening, procedure, laundry and domestic teams

Internal Contacts: All staff, consumers, families

External Contacts: Members of the public, contractors, service providers, creditors

Specialist Knowledge and Skills

The following knowledge and skills are required to be utilised:

- Demonstrated project management experience
- Effective report writing and written communication skills.
- Highly developed problem-solving, negotiating and conflict resolution skills, with the demonstrated ability effectively deal with complex and sensitive issues and provide effective feedback to stakeholders.
- Strong decision-making ability.
- Knowledge of security and fire alarm systems
- Strong understanding of procurement and internal logistics
- Willingness to take a hands-on approach in the role
- Strong procedure driven understanding of procurement and internal logistics
- Available to be periodically on-call outside of normal working hours
- Ability to maintain professional standards and to self-evaluate professional practice.

Management Skills

The following management skills are required to be utilised:

- Strong organisational and time management skills, the ability to be flexible and work to timeframes.
- Strong leadership management and ability to lead teams across multiple sites.
- Demonstrated ability to manage operational and capital expenditure budgets to ensure an effective and efficient utilisation of resources.
- Experience in change initiatives and a demonstrated positive attitude to organisational change.
- Ability to foster co-operation with colleagues and provide direction and leadership to others.
- Demonstrate a culture of always starting with a 'Yes' in every deliberation.
- Demonstrated computer literacy in Microsoft Office Applications.

Interpersonal Skills

The following interpersonal skills are required to be demonstrated:

- Superior communication skills both written and verbal.
- Ability to motivate individuals and groups to achieve common goals.
- Ability to maintain professional standards and to self-evaluate professional practice.
- Possess a strong commitment to quality care and continuous improvement as required.
- A positive approach to change and diversity.
- Excellent communication and interpersonal skills including proven ability to deal with a diverse range of people.

General

- Conduct work in line with all relevant OH&S legislation and in accordance with organisational policies and procedures
- Participate in quality activities within the work area to improve the efficiency of the Department
- Participate in relevant training to ensure continued professional development for the betterment of the organisation
- There is an expectation that the role will include direction to perform other duties that must be reasonable in relation to the employee's skills and abilities
- Strong IT literacy skills

Agreement

I accept and agree to the duties in this Position Description. I understand that this Position Description is to be read in conjunction with the General Terms and Conditions of Employment and I agreed to abide by terms and conditions stipulated therein.

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| Name (Please print) | |
| Signature | Date |

Authorised by: Chief Executive Officer

Date: November 2021