



JOB DESCRIPTION

JOB TITLE:	Facilities Coordinator
DEPARTMENT:	Commercial Business Development
REPORTING TO:	Senior Manager - Commercial Business Development

Summary:

The incumbent is responsible for, but not limited to, coordinating all operations for maintenance, parking and lease/rental arrangements of the assigned facility(s) to ensure client satisfaction and where possible, reduction in costs through proper planning, cost management and preventative management.

The operations of the facilities under the purview of the Commercial Business Development Department (CBDD) will vary and as such, the Facilities Coordinator will be required to work as rostered by the Manager. It is understood that the incumbent must be available for duty after standard opening hours and on weekends and public holidays as required given the nature of the business of the CBDD.

Education, Knowledge and Experience

- Degree in Business Administration/Engineering/Management/Accounting or equivalent level certification from an accredited institution.
- Certificate in OSH
- Must be proficient in Microsoft Office Suite
- At least three (3) years' working experience in a similar role in a medium to large diverse organization
- Excellent communication skills, verbal and in writing
- Working knowledge of the State's Regulatory Framework

OR

Equivalent combination of qualifications, training and relevant working experience will be considered

Key Functions & Responsibilities

- Conducts Facility walk-throughs on a daily basis so as to identify potential safety and / or maintenance hazards to ensure that these are properly highlighted and addressed in a timely manner;
- Provides information / feedback to the Manager and other key internal and external stakeholders on matters of mutual interest;
- Records and communicates all service requests for repairs and maintenance to the Senior Manager, CBDD and conducts follow-up as necessary;
- Logs all service requests for action in a database and provides status updates and feedback to Senior Manager, CBDD and/or other internal/external stakeholders;
- Schedules and assigns work to CBDD Handymen to undertake minor in house maintenance as necessary;
- Works closely with Facilities Assistants in the CBDD as necessary, to ensure that all commercial locations are clean and tidy;
- Ensures that there are adequate stock levels for in house maintenance and janitorial services and a system in place to account for usage;
- Ensures adequate PPE is available for all categories of employees in the CBDD;
- Makes recommendations for the purchase, storage and maintenance of tools and equipment for the CBDD;
- Provides oversight and guidance to CBDD staff as may be required and hosts staff meetings as a means of improving the client experience at the facility(s);
- Prepares Minutes of staff meetings as required;
- Tracks Time and Attendance of CBDD Operational Staff for the purpose of employee performance evaluation and cost of loss of man hours;
- Makes recommendation(s) to enhance the level of performance of the CBDD's operational staff;
- Undertakes orientation and the training of new and existing car park staff as required;
- Prepares performance appraisal report(s) for supervisees;
- Reviews the CBDD's existing internal operations and makes recommendations for improving overall operational effectiveness and efficiency;
- Assists the Manager in developing and implementing policies and procedures to improve the day to day operations of the CBDD; and
- Prepares and /or presents business reports as required by Senior Manager, CBDD

Performs any other related duties as may be assigned by the Senior Manager, CBDD

Knowledge, Skills and Abilities

- Excellent communication skills both verbal and written
- Excellent interpersonal skills
- Experience in supervising a team of employees
- Ability to work as a member of a multi-disciplinary team
- Strong analytical and problem solving skills
- Ability to prepare letters / reports /spreadsheets/presentations
- Ability to meet given deadlines
- Working experience in recording and reporting of financial transactions
- Working knowledge of OSH

Dimensions and Scope of Role

- Operates in accordance with State Financial Regulations
- Operates in accordance with all relevant laws and regulations, including current Procurement legislation
- Operates within Scope of Authority
- Operates within the Policies and Procedures of UDeCOTT
- Performs work in a highly confidential and sensitive environment

Key Behavioural Competencies

Strategic Perspective: Has an understanding of issues, competitive markets and challenges in the wider business environment in the context of delivering short-term and long- term value; Ability to deliver results which add value to the department and to the Corporation.

Leadership: Ability to convince, influence, motivate and enable others to contribute to the efficiency, and success of the of the overall business strategy, culture and core values of the Corporation

Workload Management: Ability to contribute to determining measurable goals and objectives; Maintains focus on attaining high levels of performance and achieving results. Plans, prioritizes and organizes time and tasks to meet deadlines. Achieve objectives in an efficient and cost-efficient manner.

Integrity: Displays honesty, and credibility in relationships and work situations, consistent with the Corporation's values and principles e.g. sets good example, ethical conduct

Governance/Compliance: Demonstrates and behaves in accordance with the principles of transparency and accountability in accordance with laws, state and organizational policies and procedures.

Supervisory Skills: Create an environment that motivates employees towards organizational and individual goals. Ability to engage, convince and inspire others. Willingness to enable, authorize or legitimize action of subordinates. Is able to assess strengths and weaknesses and provide feedback that would enhance performance.

Communication: Has the ability to communicate in a logical and organized manner at all levels in the organization. Willingly and consistently provide information in an easily understood manner that permits and encourages feedback.

Problem Solving: Is able to analyze complex data or situations, prioritize key issues; creates insightful solutions to problems and ensures proper execution.

Customer Service: Ability to influence employees to use 'gold' standards in providing continuous service to our clients. Has a sense of urgency in addressing customer issues or seeks information about the real underlying needs of the customer, beyond those expressed initially.

Relationship Building: Ability to manage key relationships and respond promptly to internal and external needs