



POSITION DESCRIPTION

PART 1 – POSITION DETAILS

Position Title:	Facilities Coordinator
Classification Level:	Level 6 - 7
Industrial Instruments:	Torres Shire Council Certified Agreement 2019
Date prepared/ Updated:	January 2024
Position Purpose: Enhance strategic, project, team & interpersonal leadership Foster innovation, change & continuous improvement Champion facilities utilisation and maintenance, safety and community engagement Enhance performance planning, measurement & reporting	<p>The focus of this position is to:</p> <ul style="list-style-type: none">• The Facilities Coordinator will be responsible for the effective management of council buildings and facilities (e.g. Council offices, halls, sports complexes, staff housing, library, etc.) in relation to their property management (e.g. leasing, hire, etc.), maintenance, renewal and capital project delivery activities. This position is also responsible for the planning and delivery of the capital works program, project and contract management, managing approved budgets, and providing advice and high quality written technical, information or briefing reports as required.• The Facilities Coordinator will oversee the management of community and aquatic buildings, including property management and tenancy matters, and is responsible for compliance with applicable service level agreements.• Provide support to the Director in the development, enhancement and implementation of Council's policy and practices in the management of Public facilities (play grounds, amenities, public space beautification, parks, our Cemetery and Recreational facilities (Horn Island Sports Complex, Thursday Island Sports Complex, Ken Brown Oval & Others).• Encourage and facilitate a team oriented culture;• Develop and maintain appropriate systems, procedures and performance standards;• Assist in the formulation of policies for the defined areas of responsibility.
Reports To (Position Title):	Director Corporate and Community Services
Roles Reporting To This:	<ul style="list-style-type: none">• Nil
Key Relationships / Interactions:	<ul style="list-style-type: none">• Other Council Staff both Internal and External• Contractors• Government Departments• Members of the Public
Decision Making Authority:	<p>The Chief Executive Officer, in accordance with the provisions of the <i>Local Government Act 2009</i>, will delegate authority to exercise such powers, delegations and judgements as determined necessary from time to time to enable the effective fulfilment of the requirements of the position.</p> <p>The position is accountable to the Director Corporate and Community Services in respect of the following matters:</p> <ul style="list-style-type: none">• Efficient and effective utilisation of resources;



	<ul style="list-style-type: none">• For responsiveness to customers and the community in general;• Health and safety in respect of any risk to health or safety in accordance with Workplace Health and Safety legislation and in accordance with Council Policies & Procedures;• Liaison and coordination with other parts of the Council's organisation to bring about an effective and unified approach to the implementation of the Torres Shire Council Community Plan.
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PART 2 – KEY RESPONSIBILITIES

Key Result Area	Major Tasks
Job Specific Responsibilities	<ol style="list-style-type: none"> Facilities Management <ul style="list-style-type: none"> Manage cleaning contract/s Ensure QA and maintenance (but not undertake) cleaning of public toilets, playgrounds, sports complexes R&M, Council signage, Kup Mari areas (including Zar-Zars), Tamwoy courts, community gardens, cemetery, footpaths, shared pathways, oversight and reporting re Vic Parade promenade. Tenancy Management <ul style="list-style-type: none"> Ensure Furnishings, upkeep, R&M, staff housing tenancy management. Assist the Director Corporate and Community Services to provide leadership, management and direction of all Facilities Management to ensure the effective delivery of policy, planning and service functions on behalf of Council and community for the following areas: Public facilities (play grounds, amenities, public space beautification, parks, our Cemetery and Council owned buildings/halls and accommodation) and Recreational facilities (Horn Island Sports Complex, Thursday Island Sports Complex, Ken Brown Oval, exercise stations & Others. Assist the Director Corporate and Community Services to develop, implement and continually improve sound business measurement and reporting practices for the long-term benefit of the community and Council. Assist in the formulation of policy, strategic planning and asset management for the property management, maintenance, renewal and improvement of buildings and facilities, and for other related community service obligations of Council. This includes developing and monitoring performance against operational and delivery plans, budgets, processes and procedures. Research, draft and recommend strategies, policies, and procedures for the Facilities Management section of the Directorate that provide Council with a procedural framework in which to operate. Ensure that the section provides accurate and timely technical advice to the Chief Executive Officer and other Council staff as required in accordance with Council and statutory requirements. Prepare timely and well-researched advice, briefings, reports, submissions and correspondence on Facilities Management issues. Manage planned & programmed facilities activities including aquatics, plumbing, electrical, fire, mechanical, cleaning, security, key register, pest, graffiti, sanitary and miscellaneous building management. Respond to emergency and reactive issues, manage out of hours and emergency requests. Provide excellent customer service by working with service providers and users to agreed maintenance standards and priorities. Manage risk to Council and users through regular building inspections, review compliance requirements, complete statutory certifications and works, WHS, risk assessments, develop & review SWMS and operating

	<p>procedures.</p> <p>13. Develop programs and levels of service for scheduled maintenance.</p> <p>14. Achievement of project and program delivery goals (including quality, time, cost, lifecycle costs, governance, environmental, safety, amenity, accessibility and community expectations).</p> <p>15. Guide Council staff and encourage continuous improvement, innovation, initiative and best practice approaches in Facilities Management.</p> <p>16. Ensure that customer and community requests and complaints are responded to in a timely manner, in accordance with Council policies and KPIs.</p> <p>17. Ensure high levels of community notification, consultation and engagement on relevant projects and works.</p> <p>18. Contribute to the preparation of corporate Integrated Planning and Reporting documents, as required.</p> <p>19. Keep up to date with current developments in the field/industry.</p> <p>20. Manage all corporate documents (both created and received) in accordance with relevant Records Management policies, procedures and legislation.</p>
Supervisory Responsibilities	<ol style="list-style-type: none"> 1. Actively contributes and interacts in team-dependant work activities and willingly supports the efforts of other individuals. Teams are not limited to immediate workgroups but are extended to project teams and other teams that comprise our organisation. 2. Through leadership, encourage internal and external collaboration and build partnerships to achieve business and personal objectives. 3. Demonstrate leadership to individuals and groups to achieve goals and objectives and coach staff through training and development activities related to current or future jobs. 4. Develop and inspire individual team members toward goal achievement. 5. Clearly and regularly communicate performance standards and expectations.
Communication & Interpersonal Responsibilities	<ol style="list-style-type: none"> 1. Effectively communicate with different levels of the organisation from Mayor, Councillors, Directors, team members, operational staff, government agencies and the public. 2. Apply both formal and informal communication strategies varying style to suit the needs of the stakeholder. 3. Service delivery or interaction with our customers is focused on resolving immediate problems and mitigating the risk of potential problems. 4. Adapt a management style that encourages continuous review of our service culture and the implementation of policies and practices valued by our customers. 5. Adapt a leadership style that rewards a culture of service excellence, problem resolution, and innovation. 6. Project and promote the image of Council as being efficient, courteous and customer focussed and characterised by open, honest and timely



	<p>communication with stakeholders and peers.</p> <p>7. Comply with Council's Code of Conduct</p>
Legislative Responsibilities	<ol style="list-style-type: none"> 1. Administer and monitor auditable programs in accordance with the requirements of related Acts and Regulations. 2. Corporate recordkeeping is the responsibility of all staff. This position is required to comply with the Councils 'Corporate Recordkeeping' Policy and associated procedures. 3. Observe Council's policies and procedures to ensure compliance with all relevant legislation, including: <ul style="list-style-type: none"> • <i>Local Government Act 2009;</i> • <i>Local Government Regulations 2012;</i> • <i>Public Sector Ethics Act 1994;</i> • <i>Industrial Relations Act 2016;</i> • <i>Human Rights Act 2019;</i> • <i>Workplace Health and Safety Act 2011;</i> • <i>Workplace Health and Safety Regulation 2011;</i> • <i>Workers Compensation and Rehabilitation Act 2003;</i> • <i>QLD Crime and Corruption Act 2001;</i> • <i>Commonwealth Disability Discrimination Act 1992;</i> • <i>Commonwealth Age Discrimination Act 2004;</i> • <i>Commonwealth Racial Discrimination Act 1975;</i> • <i>Commonwealth Sex Discrimination Act 1984</i> • <i>Environmental Protection Act 1994;</i> • <i>Environmental Protection Regulation 1998;</i> • <i>Equal Opportunity in Public Employment Act 1992;</i> • <i>Anti-Discrimination Act 1991;</i> • <i>The Public Records Act 2002;</i> • <i>Public Interest Disclosure Act 2010.</i>
Workplace Health and Safety Responsibilities	<p>The employee will assist in ensuring the work environment complies with the Workplace Health & Safety Act, Regulations, Codes of Practice and Council's Safe Plan system, Safe Work statements, Policies and Procedures. Complies with instructions given by his or her Manager and / or Supervisor. Adhere to the workplace health and safety legislation in reporting all accidents and potential hazards in a timely manner.</p>
Confidentiality and Privacy	<ol style="list-style-type: none"> 1. Keep all confidential information, whether written or verbal, as well as any intellectual property developed, utilised or otherwise gained by the employee in the course of employment, completely confidential, even after completion of employment. 2. Ensure compliance with: <ul style="list-style-type: none"> • <i>Right to Information Act 2009</i> • <i>Information Privacy Act 2009</i>



PART 3 – PERSON SPECIFICATION

Qualifications & Experience
<ol style="list-style-type: none">1. Experience in Local Government (or similar) in a relevant senior management position in a medium to large organisation to fulfil the requirements of the role specification responsibilities.2. Tertiary qualifications in a relevant field. (Property and/or Asset Management)3. Demonstrated ability to successfully manage a service unit at a professional level.4. Demonstrated ability to implement and manage a performance regime to maintain service delivery.5. Demonstrated ability to effectively and sensitively introduce and manage change initiatives.6. Demonstrated ability to develop and implement strategic and business improvement initiatives.7. Demonstrated high level of communication, negotiation and interpersonal skills and proven ability to manage and interface in the public and private sector environments.8. Proficiency in the analysis and implementation of operational policy.9. Proven track record in the pursuance of the delivery of quality services, including setting high standards and a strong customer focus.10. Demonstrated ability to respond positively to changes and provide strong change management leadership to staff.

Technical Skills & Abilities

1. High level proficiency in report writing and demonstrated ability to produce logical, plain English and professional written communication.
2. Sound project management and organisational skills.
3. Demonstrated strong capacity to plan workload, achieve set goals and meet deadlines.
4. Excellent interpersonal and verbal communication skills.
5. Significant working knowledge of relevant Local Government operations.
6. Good understanding and knowledge of Local Government legislative framework.
7. Good practical knowledge of workplace health and safety requirements including risk assessment.
8. Good understanding of issues relating to strong governance.
9. Demonstrated knowledge and understanding of change management strategies.
10. Ability to work after hours and weekends as required.
11. Demonstrated experience in project management, asset management, facility management or similar related fields.
12. Demonstrated financial management and budgetary experience.
13. Demonstrated skills and experience in procurement, project management and contract management.
14. Knowledge of legislative and regulatory framework relevant to property and asset management.
15. Strong interpersonal communication, collaboration and stakeholder management skills.
16. High level analytical and problem-solving skills with the capacity to inspire or support innovative thinking.
17. Knowledge and skills in contemporary management practices, change management and quality management systems.
18. High level of energy, enthusiasm, and ability to work effectively under pressure and meet deadlines.
19. Ability to work unsupervised and contribute to the development of Council practices and procedures to improve safety and efficiency.
20. Satisfactory level of report writing skills
21. Sound knowledge of the Workplace Health and Safety requirements in relation to the position responsibilities
22. Proficiency in the analysis and implementation of operational policy.
23. Proven track record in the pursuance of the delivery of quality services, including setting high standards and a strong customer focus.
24. Demonstrated ability to respond positively to changes and provide strong change management leadership to staff.

PART 4 – SELECTION CRITERIA

Essential Skills, Experience & Qualifications

1. Demonstrated skills, knowledge and experience in line with the role specification responsibilities;
2. Qualifications/training at the level relevant to the position;
3. Demonstrated ability to successfully manage a functional unit within Council;
4. Demonstrated ability to implement and manage performance improvement and enhance service delivery across Council;
5. Demonstrated ability to develop and implement strategic and business improvement initiatives;
6. Demonstrated high level of communication, negotiation and interpersonal skills and proven ability to manage and interface in the public and private sector environments;
7. Demonstrated knowledge of human resource management practices and principles, particularly in relation to employee performance management, developing and motivating staff, employment equity, anti-discrimination and workplace health and safety requirements;
8. Demonstrated strong capacity to plan workload, achieve set goals and meet deadlines;
9. Demonstrated knowledge and understanding of change management;
10. Demonstrated ability to develop and implement a strategic model for the identification, assessment and management of risks to the operations of Council.