

## Coordinator - Building Operations & Compliance

### Position Description

<b>Directorate</b>	Operations	<b>Department</b>	Operations
<b>Reports To</b>	Manager Operations	<b>Direct Reports</b>	Yes

#### Position Purpose

This position is responsible to lead Council's Building & Facilities maintenance and compliance teams to deliver a broad range of day-to-day operations, maintenance & compliance programmes, including minor capital renewals. This position will lead the delivery of best-in-class customer service delivered by high performing technical & operational teams, and external service providers.

#### Key Responsibilities and Outcomes

As a Coordinator - Building Operations & Compliance and member of the Operations Department you will:

- Develop and maintain highly effective working relationships with internal and external stakeholders that ensure quality service delivery outcomes are achieved, enabling the development of capital works submissions and preventative maintenance works programs.
- Coordinate Council's planned and reactive maintenance teams to ensure that efficient and effective maintenance services are delivered on time and within budget, meeting quality, compliance, safety, and environmental standards.
- Contribute toward the development and implementation of Council's building and facilities maintenance and compliance audit program, supporting the branches' strategic objectives in an integrated and efficient manner.
- Develop and maintain efficient operational systems and procedures, including key performance analytics that embed continual improvement of work management and service delivery into Council's day-to-day and programmed maintenance activities.
- Act as a principal point of contact for operations management matters, providing timely multi-disciplinary advice, innovation and complex problem-solving solutions for Council's buildings and facilities, in a dynamic and fast paced, customer centric environment.
- Ensure modern construction solutions and practices are applied to all maintenance activities within the boundaries of legislated construction standards, ensuring the team maintain suitable technical expertise required for the effective management of external service providers.

#### Our Values

Our values shape the way we behave, how we interact with each other and our customers. They underpin our decision making and are our guiding principles for how we work every day. As a leader you will shape the culture of the organisation by consistently role modelling the values expectations and behaviours and empower your leaders to do the same.

**SERVICE**
**TEAMWORK**
**INTEGRITY**
**RESPECT**
**SUSTAINABILITY**

<b>Decision Making</b>	
<i>Budget</i>	\$10million p/a (Operational). This position is also responsible for the scope and planning and delivery of capital projects in conjunction with Project Management area.
<i>Delegations</i>	Delegations under the Local Government Act 2009 and as directed and published in Council's Delegation Register

<b>Knowledge &amp; Experience</b>
<ul style="list-style-type: none"> <li>• Extensive operational and contracted maintenance management skills within a multidisciplinary construction context including the management of a complex portfolio of properties simultaneously in a customer focused environment.</li> <li>• Highly developed written and verbal communication skills, interpersonal skills, including consultancy and contract negotiation, with a strong focus on the provision of high quality data driven customer service.</li> <li>• Extensive experience in leading contract management and administration achieving specified outcomes.</li> <li>• High-level understanding of multidisciplinary maintenance management and the application of service delivery across a diverse facilities portfolio involving multiple stakeholders.</li> <li>• Demonstrated knowledge of sound financial practices within a legislative environment.</li> <li>• Extensive leadership experience with a strong ability to actively contribute to fostering a healthy, inclusive and well-connected workplace and extensive experience in leading and managing a multi-disciplinary team to drive high performance outcomes.</li> </ul>

<b>Qualifications</b>
<ul style="list-style-type: none"> <li>• Current C class driver's licence.</li> <li>• Construction Induction Card competency that has been used or obtained within the past 2 years.</li> </ul>

*Note: This position description reflects a summary of the key accountabilities of the position, it is not intended to be an all-inclusive list of duties, steps and tasks. Leaders may direct team members to perform other duties at their discretion.*