

## Facilities Representative

### Role data

<b>Position no.</b>	E10589	<b>Work Area Profile</b>	Property
<b>Work Level Classification</b>	3	<b>Directorate/Business Unit</b>	People & Culture – Employee Services
<b>Reports to (role)</b>	Facilities Manager	<b>Location</b>	Various
<b>No. direct reports</b>	0	<b>No. of indirect reports</b>	0
<b>Version date</b>	August 2020	<b>Tenure</b>	Ongoing

### Work Area

The Australian Health Practitioner Regulation Agency (Ahpra) is the national agency responsible for administering the National Registration and Accreditation Scheme (National Scheme) in partnership with 15 National Boards for the regulated health professions.

Ahpra's overall mission is to protect the public by regulating health practitioners efficiently and effectively in the public interest, to facilitate access to safer healthcare for all the community.

The Property activity delivers estate and facilities management strategies and services across Ahpra via a team of facility representatives.

### Role purpose

The **Facilities Representative** is the local, on the ground contact and representative for the Property team and delivers office-based services, such as maintenance and cleaning via external providers.

### Key Accountabilities

- Coordinate, manage, maintain and deliver against Ahpra's facilities management procedures and processes in the local office, or other offices as required.
- Provide timely first level support resolution for internal and external stakeholders facility needs and queries
- Establish and maintain constructive working relationships with internal and external stakeholders through the provision of proactive customer service
- Maintain documents effectively by organising files, keeping accurate records and version control
- Contribute to Property team projects and business needs as they arise
- Contribute to the development, review and continuous improvement of facilities management procedures and processes.
- Health Safety and Wellbeing: Ensuring the workplace provides a safe working environment with the required level of care and respect for its participants. This means to:
  - Take reasonable care for own and others' health, safety and wellbeing
  - Adhere to Ahpra's workplace health, safety and wellbeing policies and procedures

## Capabilities for the role

The Ahpra [Capability Framework](#) applies to all Ahpra employees. Below is the complete list of capabilities and proficiency level required for this position.

Values	Capabilities	Proficiency level
<b>Service</b>	Commits to customer service	Intermediate
	Displays leadership	Elementary
	Generates and delivers the strategic vision	Elementary
	Demonstrates an awareness of the National Registration and Accreditation Scheme (the National Scheme) and the National Law	Elementary
<b>Collaboration</b>	Builds constructive working relationships	Foundation
	Communicates effectively	Foundation
<b>Achievement</b>	Demonstrates accountability in delivering results	Foundation
	Uses information and technology systems	Elementary
	Displays personal drive and integrity	Foundation

Qualifications/Experience	Required
<b>Qualifications</b>	None
<b>Experience</b>	<p>Experience in the provision of support services in a complex, varying work environment</p> <p>Demonstrated experience using Microsoft Office applications for email, word processing, spreadsheets and data bases and an ability to learn and adapt to new systems.</p> <p>Well-developed organisational skills including excellent time management skills plus the ability to prioritise workload in response to time critical targets.</p> <p>Well-developed interpersonal, written and oral communication skills and experience in dealing with people at all levels, possessing a proactive and positive demeanor.</p> <p>Demonstrated problem solving and analytical skills in interpretation of information.</p> <p>Trustworthy with the ability to work both autonomously and in a team environment.</p> <p>A high level of attention to detail.</p>

## Key relationships

Internal Relationships	External Relationships
All Ahpra staff	Contractors, Suppliers, Building Manager and Owners