

JOB DESCRIPTION

Project Manager – Refurbishments (Sydney West / South Coast)

ABOUT UNITING

Our purpose: To inspire people, enliven communities and confront injustice.

Our values: As an organisation we are **Imaginative, Respectful, Compassionate** and **Bold**.

At Uniting, we believe in taking real steps to make the world a better place. We work to inspire people, enliven communities and confront injustice. Our focus is always on the people we serve, no matter where they are at in their life.

Our services are in the areas of aged care, disability, child and family, community services, and chaplaincy and we get involved in social justice and advocacy issues that impact the people we serve. As an organisation we celebrate diversity and welcome all people regardless of disability, lifestyle choices, ethnicity, faith, sexual orientation or gender identity. We commit to respecting children and take action to keep them safe.

Uniting is the services and advocacy arm of the Uniting Church NSW & ACT and as such Uniting leaders understand, support and can express the mission and purpose of the Uniting Church.

ABOUT THE ROLE

Role Purpose

This role is responsible for the project management of the delivery of the refurbishment of rooms within our Ageing services and units in our Retirement & Independent Living Villages. The Uniting NSW.ACT portfolio of sites covers NSW and the ACT, with the territory divided between Sydney Central, North and South, therefore some travel is required. In all instances, the Project Manager - Refurbishments shall be responsible for (included but not limited to):

- The scoping of vacancies;
- The review of the returned quotations for agreed scope of works;
- The recommendation of the quotation for approval by the Head of Capital Works;
- The management of the delivery post approval; and
- The close out of the refurbishment project (financial administration and handover documentation).

In addition to this, the role assumes responsibility for the delivery of a limited volume of minor capital works projects in the Seniors portfolio. In this capacity, the Project Manager – Refurbishments shall be responsible for the engagement of relevant external third-party consultants (including but not limited to interior design, architecture, services engineering, PCAs and building code consultants as appropriate). The size of projects to be managed directly shall nominally be to a maximum value of \$1M however this will depend on project complexity; an external Project Manager will be engaged as agreed between the Project Manager – Refurbishments and the Head of Capital Works.

The Project Manager – Refurbishments plays a key role in managing the delivery of works via the existing Schedule of Rates contract agreement, ensuring costs align with agreed contracted costs, programmes and other key performance indicators as set under the contract. Managing non-compliance to the contract and ensuring rectification of the same form part of the role in addition to completing audits of a minimum of 10% of works completed under the Schedule of Rates Contract. The Project Manager – Refurbishments shall lead the quarterly KPI meetings held with panel contractors in their region in conjunction with the Uniting Procurement business partner, supported by the Head of Capital Works.

ROLE KEY ACCOUNTABILITIES

You will be an integral member of the Capital Works team in the Property & Housing Directorate through the following:

- Maintain a high standard of conduct and work performance based on Uniting’s values to promote our reputation with key internal and external stakeholders
- Ensure integration and collaboration across Uniting programs to deliver seamless and impactful end to end services with the customer at the centre
- Actively engage and participate in the performance management framework and review processes at Uniting
- Act in a manner which upholds and positively reflects the Uniting Code of Conduct and Ethical Behaviour
- Contribute to a culture of openness, feedback and productivity.
- Model, communicate and act in ways that are consistent with our values of Bold, Respectful, Imaginative and Compassionate.
- Take care of the safety of yourself and others at all times and undertake work in a safe manner in accordance with policies, procedures and instructions (written or verbal) and in adherence to WHS policies and procedures.
- Actively contributes to a safe and supportive working environment that is inclusive of all staff through celebrating their nationality, cultural background, LGBTI status, abilities, gender and age.

As the Project Manager – Refurbishments , your role specifically will:

- Act as the main point of contact for internal service recipients who identify a room or unit requiring refurbishment and for minor capital works projects to common areas as requested on an as-needs basis;
- Raise the required financial authorization document to allow the commencement of works;
- Act as the main point of contact between the external project management provider and the organization for any issues during the refurbishment programme;
- Be required to demonstrate agility and adaptability to changing delivery environments, stakeholders and external supply partners
- Ensure the timely completion of the refurbishments in accordance with agreed Service Level Agreement timeframes and relevant WHS policies, both at an Organisation and industry standard level;
- Attend handover inspections at the achievement of practical completion of the works;
- Ensure financial close out of each refurbishment is achieved within 30 days of practical completion to allow the closure of the project code associated with the refurbishment;
- Update all reporting tools in a timely manner to ensure information available is current;

- Manage key relationships with internal stakeholders including by not limited to Asset Management, WHS Business Partners, Service Managers, Village Managers, Head of Seniors Services and Area Managers;
- Attend formal monthly meetings with the relevant Asset Managers and Heads of Residential Operations and provide summary of these to the Head of Capital Works;
- Provide reports to the Head of Capital Works for works in your region including but not limited to programme and budgets. Reporting will also be required against Service Level Agreements for our Ageing and Retirement & Independent Living business streams.

ABOUT YOU IN THE ROLE

As a staff member of Uniting you will celebrate diversity and welcome all people regardless of lifestyle choices, ethnicity, faith, sexual orientation or gender identity.

Your directorate: Finance, IT & Property
You'll report to: Head of Capital Works

YOUR KEY CAPABILITIES

Individual leadership

- **Improving performance** - Works with others and offers suggestions to find ways of doing the job more effectively.
- **Owning the job** - Takes ownership for all responsibilities and honours commitments within their own role and strives to achieve goals with a "can-do" attitude to levels of excellence.
- **Perseverance** - Remains committed to completing the job in the face of obstacles and barriers.
- **Timeliness of work** - Sets achievable timeframes and works to complete projects, tasks and duties on time.

Business Acumen

- **Organisational Operation** - Displays awareness of Uniting's business objectives and understands how personal objectives relate to those objectives.
 - **Organisational Objectives** - Has broad awareness of Uniting's vision and values and how they apply to issues in the team.
 - **Develops and Grows the Business** - Understands team and organisational goals and works collaboratively with Team Members to achieve organisational goals.
 - **Makes Sound Decisions** - Analyses problems, seeks input from relevant people and then takes appropriate action to implement the most effective solution in a timely manner.
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QUALIFICATIONS & EXPERIENCE

Qualifications:

Degree in relevant building discipline (construction, engineering or architecture), Project Management Certificate (PMBOK, Prince2) , or equivalent and relevant to the field of work.

Experience:

Typically this role will require 5 or more years' experience in your field of expertise. You will have excellent written and verbal communication skills, be organised, systematic, thorough,

accurate and disciplined. You will be continuing to develop in your area of expertise and be expected to provide innovative ideas to solve problems in your discipline. It is expected that you will possess good skills at navigating a complex organisation, forging relationships, and managing through influence rather than direct authority as required.

- Proven ability to effectively manage multiple projects and meet each deadline;
- Extensive experience managing contractors, consultants and clients;
- Good organisational and contract administration skills;
- Sound knowledge of Microsoft Project software;
- Proven experience in the delivery of commercial refurbishment projects;
- Strong conflict resolution skills;
- Program development, implementation and ongoing monitoring.

Even better:

- Previous experience in roll-out project delivery roles(s);
- Previous experience in the delivery of minor capital works projects in live environments; and
- Sound understanding of the Dynamics 365 system.

Employee Name:		Manager's Name:	Chona Marie Navarro
		Title	Head of Capital Works
Date:		Date:	29 July 2024
Signature:		Signature:	