**POSITION DESCRIPTION**

**Design Coordinator / Design Quality Coordinator**

# **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 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 lifestyle choices, ethnicity, faith, sexual orientation or gender identity.

Uniting is one of the largest not-for-profit community service providers in NSW and the ACT, with a rich history of providing services to the community for more than 100 years. 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.

Our focus is always on the people we serve, no matter where they are at in their life. Our range of supports and services are designed in partnership with clients and around their needs

# **ABOUT THE ROLE**

This is a role within the property development team supporting Uniting’s Design Quality Manager and Development Managers by conducting the design quality assurance process during the lifecycle of the capital works projects within Uniting.

This position will assist coordinating the development, production, maintenance & revision of the Uniting Design Guidelines and will help establish and implement Uniting’s Design Quality Assurance Process to monitor compliance as well as the design quality outcomes of each project. The role will also support Uniting’s Design Quality Manager working on innovations, staying up to date with industry change, obtaining adopting & sharing lessons & learnings and education & training.

# ROLE KEY ACCOUNTABILITIES

You’ll play a valuable role as a member of the Property Development team in:

* Contributing to a stronger and more unified Uniting
* Working towards the defined priorities and outcomes for the Property Development team and your specific areas of accountability
* Working with your colleagues to understand and apply the translation of Uniting and Business Stream strategies through your regional and/or local plans, thereby ensuring a consistency in service delivery, practice and maximising performance
* Actively participating in communication in order to understand and contribute to a One Uniting way of operating
* Working productively and collaboratively as a positive role model both within your team and with others across Uniting

As the Design Quality Coordinator your role will:

**Development, Management of Documentation and Revision of Design Standards**

* Support Uniting’s Design Quality Manager creating, reviewing, maintaining and innovating the Uniting Design Guidelines for all areas Uniting is designing in. This would involve all design related elements which are needed to be informed in the delivery of a property development project which include:
  + To liaise and manage complex stakeholder groups and foster positive relationships to undertake needs analysis to obtain client brief for best practice.
  + To work across the full project lifecycle from masterplan, concept and detailed design development, construction, and evaluation to determine key principles, design specifications and fittings, fixtures, and equipment selection.
  + To brief external stakeholders in documentation and completion of design standards.
  + To manage the consultants to provide accurate, coordinated, cost effective, fit for purpose design standards within agreed timeframes.
  + To liaise with QS/cost planners undertake cost benefit analysis and ensure the designs standards are meeting financial targets.
  + To work with suppliers and procurement for documentation of product specification.
  + Convene Chair, minute meetings and track actions as required. Meetings will include design meetings as well as Project Working Groups meetings.
  + To revise Uniting’s Design Guidelines on a cyclical basis.
* Ensuring that all design consultants are provided with the latest briefing information.
* Ensuring all services consultants are issued with the latest briefing information.
* Conducting specialised studies as required, providing insights into the operation of the team and the organisation.

**Design Standards Quality Management**

* Working with leadership of the Design Quality Manager, establish and implement the Design Quality Process within Uniting including:
* Conducting regular reviews and evaluations of design work to identify potential issues, deviations from requirements, and areas for improvement.
* To attend design meetings and Project Working Groups to facilitate the development process via the education of design standards, support application and problem solving and undertake Design Standards quality management.
* Assist in product selection to meet client specification requirements.
* General auditing / review and feedback of design quality and coordination.
* Ongoing collation of relevant data for benchmarking .
* Contribute towards the efficiency and effectiveness of the Design Quality team, by maintaining accurate documentation related to design processes, changes, and approvals.
* Monitor the quality of documentation, drawings and ensure conformance with Design Guidelines / standards.
* Coordinating and maintaining team management systems and ensuring relevant information is input on a consistent and regular basis.

**Education**

* Support Uniting’s Design Quality Manager to educate and train relevant internal and external stakeholders on the Design Guidelines and Design Process at Uniting
* To support the Property Development Team in the use and application of Uniting’s Design Guide throughout project lifecycle.
* To educate multiple internal stakeholder user groups of design standards for decision making, application and service delivery.
* To educate external consultants on the application and of the design standards.

**Evaluation and innovation**

* To be across industry changes and innovations which would affect the Design Guidelines or Design Process, communicate these and integrate them into the Design Guidelines and Processes as part of regular reviews.
* To understand designs by others in the industries Uniting provides services in, consider the SWOT’s of these and their integration into design evolution and process at Uniting.
* Capture and maintain a register of design KPIs for recent and current projects and use this to inform design & future design guidelines.
* To undertake post occupancy evaluation and revision of design standards to innovate and achieve organisational and industry best practice.
* To provide analysis of Australian and international research and practice to innovate and achieve organisational and industry best practice.
* To understand and evaluate competitors’ models and offerings for organisational best practice.

**General**

* To review, audit and when necessary lead and oversee, several projects and manage others to ensure the project design outcomes are fulfilled including mentoring, review, quality assurance and training and development.
* To contribute towards the efficiency and effectiveness of the Property Development team

# **ABOUT YOU IN THE ROLE**

**Your classification: Design Quality Coordinator**

**Your directorate:**  Property

**You’ll report to:** Head of Property Development

**Your key relationships:**

Internal:

* With Property Development Managers, Assistant Property Development Managers, Property Operations, Strategy Managers, Finance, Procurement.
* With Functional Service Directors, Strategic Managers, Service and Village Managers, Marketing & Sales,
* With Property Committees, Boards, Internal Interest Groups.

External:

* With Consultants and Professionals, Local and State Government Agencies, Councils, Compliance Regulatory Authorities, Building Contractors, Project Managers
* With land owners, developers, industry groups, real estate agents,
* Property development and project stakeholders.

# **YOUR RESPONSIBILITIES**

**Financial management:**

* Assist Uniting’s Design Quality Manager monitoring:
  + That all activities and operations within the scope of responsibility are performed in accordance with the allocated budget and policy guidelines.
  + Understanding the impact that good efficient design has on financial feasibility. Be able to align design and product to meet market. Be able to understand and interrogate design to ascertain opportunities for where design can better enhance financial outcomes.
  + Refining and report opportunities and risks to the development budget and financial feasibility – especially related to design.
  + Coordinating with external stakeholders Design Guidelines are financially modelled, and decisions consider cost benefit.

**Operational Processes**

* Identify design opportunities that align with corporate and service strategies.
* Report on design due diligence processes to identify and mitigate risk to the organisation.
* Develop design options to advise the project team on alternatives available and inform decision making.
* Support Uniting’s Design Quality Manager assessing and communicating the impact of existing and future design and standards changes on business needs and service delivery to inform decision making and support effective design decisions / changes.
* Support Uniting’s Design Quality Manager assemble and document relevant governance papers including reports, business cases, milestone papers and communicate these effectively.
* Accurately manage and report on the progress of each project design against design guidelines & processes including critically identifying and evaluating risks and opportunities.
* Develop, participate and comply with all quality management systems and processes.
* After consultation, you’ll be willing to undertake additional duties, transfer to another equivalent position or assume higher duties when required.
* Contribute to the implementation of Uniting policies, processes, systems and platforms (including technology) so as to ensure efficiency of the wider organization.
* Maintain awareness of and fulfill responsibilities, authorities and accountabilities as defined by Uniting’s health, safety and wellbeing management system and in adherence to the attached WHS responsibilities by role.

**Client Management:**

* Identify internal and external consultation needs and coordinate responses to positively influence stakeholders, maintain and build our corporate image and minimise project risks.
* Ensure that engagement with internal and external parties enhances Uniting’s reputation and growth.
* Maintain a high standard of conduct and work performance to promote our reputation with key internal and external stakeholders.

**People Management:**

* Act as a constructive member of the Property Development team.
* Contribute to a culture of openness, feedback, quality and productivity.
* Actively engage and participate in the performance management framework and review processes across Uniting.
* Engage in professional development and set and fulfill development goals for yourself;
* Contribute to the creation of a cohesive, productive and quality focussed team
* At all times follow direction verbally or in writing from your manager.
* Build and maintain effective team relationships – within own team and across business streams / functions by establishing role clarity at direct report level and ensuring that performance expectations, development and accountabilities are clearly set and regularly reviewed.
* Drive a culture of openness, feedback, and productivity.
* Positively model the Code of Conduct and Ethical Behaviour for Uniting.
* Represent the Uniting culture and values internally and externally, communicating and acting in ways that are consistent with values of Bold, Respectful, Imaginative and Compassionate.
* Model the values and an understanding of the Uniting Church, respecting and valuing the inherent dignity and uniqueness of each person, celebrating diversity, prioritising collaboration, passionately pursuing social justice and inclusion.
* Take care for 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 the attached WHS responsibilities by role.

# KEY PERFORMANCE INDICATORS

**Financial management:**

* Performance is monitored on an ongoing basis and financial targets achieved as established by the annual budget process.
* Planned initiatives are delivered on time, to budget and to the approved scope.
* Activities are managed for maximising financial returns whilst meeting scope and operational outcomes.

**Operational processes:**

* All stakeholders in your area of responsibility are constantly communicated with and remain informed and involved in appropriate aspects and projects
* Due diligence processes are successfully completed for design & process

**Client management:**

* Client feedback shows sustained improvement
* Client feedback indicates their respect for your services (work) provided and a good working relationship
* Effective client relationships are in place and stakeholders indicate high levels of satisfaction with service delivery

**People management:**

* Feedback from your line Manager confirms your contribution as a member of the Property Development team
* Feedback from colleagues and their teams confirms your contribution to an integrated Uniting
* Standards of professional behaviour demonstrate alignment with the Uniting values and are effectively role modeled in all workforce interactions

# THE IMPORTANT DETAILS

**Qualifications:**

* Degree in Architecture or Property Design Discipline with design & / or construction experience

**Your experience ticks the following boxes:**

* Minimum 5 years practical post graduate Design Experience
* Medium Density (Class 2) building design experience mandatory
* Aged Care, Retirement Living experience preferred. Hospitals, Residential, Hotels or other design experience will be considered.
* Demonstrate design experience in Accessibility / Liveable Housing Standards, Class 9C building,
* Will understand and be able to demonstrate person management skills. Will understand how to develop quality processes and procedures to effectively ensure successful outcomes from their teams
* A demonstrated passion for social change and contributing to an organisation of influence for the most disadvantaged
* Skilled at navigating a complex organization, forging relationships, effective communication and managing through influence rather than direct authority as required

**Even better:**

* Post graduate qualification in another Design, Property Development, Project Management, Quantity Surveying, Town Planning, Construction discipline
* Member of relevant industry peak bodies
* Aged Care and Retirement Living experience.
* Significant stakeholder management experience
* Registered Architect or Design Practitioner

**Core Competencies:**

* You operate with personal integrity and a values base that aligns with Uniting’s
* You succeed through excellent communication skills and a high service orientation.
* You have good attention to detail.
* You engage successfully with clients and other team members as required.
* You are capable but do not have “something to prove”
* You manage projects and manage multiple competing tasks to ensure delivery against objectives
* You have strong written and verbal communication skills
* You thrive on helping others to succeed;
* You are an exceptional team player
* You have a high level of energy and enthusiasm
* You leverage your experience without always referring to it
* You genuinely care about the organisation

# 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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| **Employee Name:** |  | **Managers Name:**  **Title** |  |
| **Date:** |  | **Date:** |  |
| **Signature:** |  | **Signature:** |  |

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| ACCOUNTABLE POSITION | WHS ACCOUNTABILITIES  (AS PER WHS ACT 2011) | ACTION DEMONSTRATING ACCOUNTABILITIES |
| WORKERS (EMPLOYEES, AGENCY STAFF, CONTRACTORS, VOLUNTEERS, STUDENTS) | **While at work, all workers (WHS ACT 2011 Sec 28) must:**   * take reasonable care for his or her own health and safety * take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other people * comply, so far as the worker is reasonably able, with any reasonable instruction that is given by Uniting to allow the * organisation to comply with this Act * co-operate with any reasonable policy or procedure of Uniting relating to health or safety at the workplace that has been notified to workers | **All workers must:**   * follow Uniting WHS policy and programs to protect the health and safety of people at work and to understand your personal responsibilities for WHS * attend and/or complete safety-related training including induction and emergency preparedness * comply with WHS instructions from your supervisor/manager, training information, safe work procedures and emergency wardens * if performing new or unfamiliar work, seek information, instruction or training and supervision from your supervisor to perform work safely without risking the health, safety and wellbeing of yourself or others * use equipment that has been provided for your health, safety and wellbeing * report all hazards, incidents and injuries to your immediate supervisor * participate in discussions/consultation about changes to workplace/premises or job task/practice * wear clothing, footwear and personal protective equipment (PPE) needed appropriate for the work being done * do not put other people’s health, safety and wellbeing at risk by your action or inaction |