



Position Description

Position	Facilities Coordinator
Directorate	Assets & Parklands (Building & Site Services)
Location/s	Headland Park, Mosman & other sites
Reports to	Manager Facilities
Direct Reports	Nil
Enterprise Agreement Classification	Level 6
Our Organisation	The Sydney Harbour Federation Trust (Harbour Trust) manages extraordinary places on the world's best harbour and provides the public with access to precious bushland, parks and open spaces. Located in First Nations countries, our visitor destinations are known for their natural beauty. They also feature heritage-listed structures and other remnants from Australia's colonial, maritime and military history. For these reasons, they have significance on a national and international scale. Our vision includes making our destinations accessible to diverse audiences, amplifying their heritage and environmental values through storytelling and – through their conservation, remediation and adaptive reuse – fostering a sense of place and belonging.
Code of Conduct & Values	All employees at the Harbour Trust abide by the Harbour Trust's key values and Code of Conduct, behaving honestly and with integrity and acting with care and diligence. Employees are required to maintain confidentiality of all Harbour Trust information, upholding the Harbour Trust's values, integrity and its good reputation.
Harbour Trust Behaviours	Delivering on these behavioural expectations is the responsibility of all staff and forms part of our integrated performance framework:



	- We are ambassadors - We share information - Us not they - Collaboration is key - Caring for country mindset - We are all storytellers - Being constructive - Innovation mindset
Delegations	To fulfill your role and responsibilities, you are delegated powers outlined within the Harbour Trust Register of Delegations. Delegated powers are to be exercised responsibly in a proper, ethical, diligent, professional and efficient manner, including always acting in good faith and in the best interests of the Harbour Trust.
Health & Safety	The Harbour Trust integrates safety into all aspects of the business to promote a positive safety culture and takes proactive steps to mitigate the risk of harm to employees and others in the workplace.
Our Commitment	The Harbour Trust is an equal employment opportunity employer, committed to ensuring all employees are free from discrimination and harassment; where everyone is treated with dignity, courtesy and respect.

ROLE OVERVIEW:

The Facilities Coordinator is one of a team of three people responsible for the delivery of programmed, condition-based and reactive maintenance of the Harbour Trust's buildings and site infrastructure. The Facilities Coordinator is specifically responsible for management of reactive maintenance and will be a key link between Building & Site Services and Property & Leasing Management teams.

The Facilities Coordinator will liaise with the Facilities Manager and Facilities Technical Officer to provide support in delivering planned and condition-based maintenance, minor works and facilities services. The Facilities Coordinator is expected to work autonomously and be capable of making and implementing decisions.



ROLE ACCOUNTABILITIES:

- Manage reactive maintenance (largely arising from work requests logged in Asset Easy) according to priority and appropriateness to achieve KPI of at least 90% of work requests completed within agreed time.
- Attend to emergency and urgent work requests immediately to ensure safety.
- Undertake periodic asset inspections, to identify maintenance and other facilities services work requirements.
- Define, scope and estimate time and cost for reactive maintenance tasks, and then issue work orders.
- Meet departmental budgets by monitoring maintenance expenditure, identifying variances and implementing corrective actions.
- Maintain the highest level of customer service, responding to work requests in courteous and efficient manner whilst managing expectations.
- Procure contractors, materials and equipment as necessary, ensuring compliance with procurement procedures, safety requirements and licencing, to deliver maintenance of required standards, cost and time.
- Ensure contract management and building information records are maintained, and that work orders, instructions and meetings are properly recorded in a timely manner. Certify or approve invoices in accordance with delegated authority, ensuring they align with corresponding work orders.
- Maintain a safe, secure and healthy work environment by following and enforcing standards to comply with Harbour Trust procedures and safety regulations.
- Manage end-to-end contractor engagement including overseeing on-site activities, and monitoring performance to ensure compliance with contract terms and that requirements for quality, timeliness, respect for heritage assets and safety are achieved. Ensure discrepancies are addressed in a timely manner.
- Undertake minor works project up to \$250k as required
- Conduct frequent safety and quality audits of contractors and ensure that non-compliant practices are rectified. Complete a minimum of two safety audits per week.
- Build effective relationships with Harbour Trust colleagues, and liaise with Property & Leasing Management so that the Harbour Trust delivers a positive experience to tenants, hirers and visitors.

While we have made every effort to include all core responsibilities in this position description, it is not an exhaustive list of accountabilities. Tasks and priorities may change based on business needs.



SELECTION CRITERIA:

Essential (*Qualifications, attributes, skills and knowledge*)

- Sound Knowledge of building construction techniques, building services installations and NCC/BCA.
- Good understanding and knowledge of safety as applied to maintenance and minor works.
- Proficient in the use of MS Office and computerised maintenance management systems.
- Ability to multi-task and prioritise competing demands.
- Good negotiation and interpersonal skills to manage demands from tenants, colleagues and contractors.
- Well-practiced in contractor management and the use of information and maintenance management systems.
- High level attention to detail and initiative.
- Current Drivers Licence.
- White Card

ELIGIBILITY:

- Satisfy a Police Check
- Hold Australian citizenship.



INTEGRATED LEADERSHIP SYSTEM - Level 6

Supports strategic direction	Achieves results	Supports productive working relationships	Displays personal drive and integrity	Communicates with influence
Supports shared purpose and direction Understands, supports and promotes the organisation's vision, mission, and business objectives. Identifies the relationship between organisational goals and operational tasks. Clearly communicates goals and objectives to others. Understands, supports and communicates the reasons for decisions and recommendations. Thinks strategically Understands the work environment and initiates and develops team goals, strategies and work plans. Identifies broader factors, trends and influences that may impact on the team's work objectives. Considers the ramifications of issues and longer-term impact of own work and work area. Harnesses information and opportunities Gathers and investigates information from diverse sources and explores new ideas and different viewpoints. Uses experience to analyse what information is important and how it should be used. Maintains an awareness of the organisation and keeps self and others well informed on work issues and finds out about best practice approaches. Shows judgement, intelligence and commonsense Undertakes objective, systematic analysis and draws accurate conclusions based on evidence. Recognises the links between	Identifies and uses resources wisely Reviews project performance and identifies opportunities for improvement. Makes effective use of individual and team capabilities and negotiates responsibility for work outcomes. Is responsive to changes in requirements. Applies and builds professional expertise Values specialist expertise and capitalises on the knowledge and skills of others within the organisation. Contributes own expertise to achieve outcomes for the business unit. Responds positively to change Establishes clear plans and timeframes for project implementation. Responds in a positive and flexible manner to change and uncertainty. Shares information with others and assists them to adapt. Takes responsibility for managing work projects to achieve results Sees projects through to completion. Monitors project progress and adjusts plans as required. Commits to achieving quality outcomes and adheres to documentation procedures. Seeks feedback from supervisor to gauge satisfaction.	Nurtures internal and external relationships Builds and sustains positive relationships with team members, stakeholders and clients. Proactively offers assistance for a mutually beneficial relationship. Anticipates and is responsive to client and stakeholder needs and expectations. Listens to, understands and recognises the needs of others Actively listens to staff, colleagues, clients and stakeholders. Involves others and recognises their contributions. Consults and shares information and ensures others are kept informed of issues. Works collaboratively and operates as an effective team member. Values individual differences and diversity Recognises the positive benefits that can be gained from diversity. Encourages the exploration of diverse views and harnesses the benefits of such views. Recognises the different working styles of individuals, and factors this into the management of people and tasks. Tries to see things from different perspectives. Treats people with respect and courtesy. Shares learning and supports others Identifies learning opportunities for others and delegates tasks effectively. Agrees clear performance standards and gives timely praise and recognition. Makes time for people and offers full support when required. Provides constructive and regular	Demonstrates public service professionalism and probity Adopts a principled approach and adheres to the APS Values and Code of Conduct. Acts professionally at all times and operates within the boundaries of organisational processes and legal and public policy constraints. Operates as an effective representative of the organisation in internal forums. Engages with risk and shows personal courage Provides impartial and forthright advice. Challenges issues constructively and justifies own position when challenged. Acknowledges mistakes and learns from them, and seeks guidance and advice when required. Commits to action Takes personal responsibility for meeting objectives and progressing work. Shows initiative and does what is required. Commits energy and drive to see that goals are achieved. Promotes and adopts a positive and balanced approach to work Persists with, and focuses on achieving, objectives even in difficult circumstances. Remains positive and responds to pressure in a calm manner. Demonstrates self awareness and a commitment to personal development Self-evaluates performance and seeks	Communicates clearly Confidently presents messages in a clear, concise and articulate manner. Focuses on key points and uses appropriate, unambiguous language. Selects the most appropriate medium for conveying information and structures written and oral communication to ensure clarity. Listens, understands and adapts to audience Seeks to understand the audience and tailors communication style and message accordingly. Listens carefully to others and checks to ensure their views have been understood. Checks own understanding of others' comments and does not allow misunderstandings to linger. Negotiates confidently Approaches negotiations with a clear understanding of key issues. Understands the desired outcomes. Anticipates and identifies relevant stakeholders' expectations and concerns. Discusses issues credibly and thoughtfully and presents persuasive counter-arguments.

Harbour Trust



Australian Government
Sydney Harbour Federation Trust

interconnected issues.
 Identifies problems and
 works to resolve them.
 Thinks laterally, identifies,
 implements and promotes
 improved work practices.

feedback. Deals with under-
 performance promptly.

feedback from others.
 Communicates areas of
 strengths and
 acknowledges
 development needs.
 Reflects on own behaviour
 and recognises the impact
 on others. Shows
 commitment to learning
 and self-development.

Encourages the
 support of relevant
 stakeholders.