

FACILITIES MAINTENANCE MANAGER

DATE:	October 2023
BASIS OF EMPLOYMENT:	Full-Time and Ongoing
REPORTS TO:	Senior Facilities Manager
DIRECT REPORTS:	Facilities Officer

ABOUT US

Steeped in history and hosting over 90 events for over 400,000 people each year, Kardinia Park is an icon of the Geelong region.

GMHBA Stadium is now a true multipurpose venue that is utilised all year round. As well as being the home of the Geelong Cats, we host A-League Soccer, Big Bash Cricket, NRL, local football finals and community events such as carols, Movie Night and the Festival of Sport. As a Victoria Government statutory authority, the Kardinia Park Stadium Trust has an over-arching objective of contributing to the economic, community, and liveability benefits to Geelong, that arise from the use of the stadium. We work hand in hand with City of Greater Geelong Council, who manage the park land on a daily basis, and on major event days we take control of the precinct. The Geelong Football Club is our major tenant, and we have several tenants working out of Sports House such as Barwon Sports Academy, Leisure Networks, Basketball Victoria (Country) and Western United.

Our Venue Management team run the event days, coordinating security, operations, casual event staff and more. Our people, being our greatest asset, think big and work hard to ensure we maximise the return on the State Government's investments. We do this through our values of courage, accountability, integrity, equity, care and collaboration. Our people culture supports innovation and growth, celebrates success and eliminates exclusion. We provide exceptional customer service, create strong partnerships and attract exciting events to the stadium.

Be it entertainment, community or elite sport, work or play, we are the home of inclusive experiences and Australia's Best Regional Stadium.

OUR VALUES

Integrity:	Be authentic and have best intentions for the Trust.
Courage:	Be bold, be yourself and reach beyond boundaries.
Care:	Be genuine in your approach, show compassion and trust in all that you do.
Collaboration:	Seek diverse input to reach the common goal.
Accountability:	Own your process and stand by your outcome
Equity:	Learn and understand from each other and create opportunities.

OUR BENEFITS

Free and confidential Employee Assistance Program; Mental Health Program; Reward and Recognition Programs; Professional Development, Flexible Working Arrangements; Inclusion and Diversity; High Performing Organisation; Excellent Facilities in Central Location and much more.

Kardinia Park Stadium Trust is an equal opportunity employer, celebrating diversity and a commitment to creating an inclusive environment for all employees.

<https://www.kardiniapark.vic.gov.au/about-the-trust/careers/>

ABOUT THE ROLE

This role is responsible for the day-to-day facilities maintenance and presentation of the Stadium, including carrying out preventative and reactive works, facilitating maintenance-related projects, contract management, event day contractor and casual logistics workforce day to day management, and ensuring compliance with workplace safety standards.

POSITION RESPONSIBILITIES

Building Maintenance Programmed and Reactive Works

- Reporting regularly to the Senior Facilities Manager, manage the building services across the stadium, including-
 - Hard Services in mechanical, electrical, plumbing, lifts and general building works.
 - Soft Services in cleaning, waste management, sanitary, and pest control.
 - Compliance works in Essential Safety Measures and Fire Services.
- Manage the Cleaning Services and Waste Management Contracts for the stadium, including event and non-event mode requirements.
- Monitor and manage the progress of contracted services works and act where required to ensure efficient and timely completion of works to agreed standards and key performance indicators.
- Track, rectify and close out all customer ad hoc maintenance items and building services issues in an efficient and timely manner and to agreed high standards.
- Provide advice to internal and external stakeholders and customers concerning building services and maintenance related matters.
- Manage the Building Management System (BMS), including reporting on monthly service performance, optimisation of building operations, and continuous improvement of system operations.
- Manage contractors to ensure the highest standards of safety are met, and OH&S requirements are complied with.
- Manage the logistics workforce for event and non-event related programs of work, to ensure the highest standards of safety are met, and compliance with OH&S requirements are achieved.
- Undertake routine inspection of all areas of the Stadium, identifying maintenance, safety, functional or structural deficiencies, report, and action findings effectively and promptly.
- Assist in the preparation and management of property maintenance budgets.
- In accordance with the Trust Safety Management System, carry out building, plant, and OH&S pre-event inspections and record relevant data within the appropriate system.

Essential Safety Measures (ESM) Program

- Manage the performance of contractors undertaking ESM maintenance works to ensure items identified in audit programs are rectified in an efficient and timely manner and to agreed quality standards.
- Manage the stadium's annual systems interface tests, and the Annual Essential Safety Measures Report.
- Represent the Facilities Team as a member of the Emergency Planning Committee and Occupational Health & Safety Committee, as required.
- Maintain appropriate records and report to management on a monthly basis on the performance of ESM assets.

Contract Management

- Manage monthly contractor meetings, record the meeting minutes, monitor contractor performance per their agreed key performance indicators (KPIs) and address any underperformance and inappropriate behaviours promptly.
- Partner with the Senior Facilities Manager to develop and implement an annual maintenance plan for the buildings.
- Prepare monthly reports as deemed required and necessary by the business.

- Supervise contractors at the Stadium, including contractor adherence to safety management systems child safety and site security protocols and applicable organisational policies and procedures.
- Ensuring fire, electrical, hydraulic, mechanical and cleaning services at the property are being maintained per the service agreements.
- Ensure that contractors this role is responsible for are onboarded as per organisational practices and provide reporting on that where required.

Event Day Workforce and Contractor Supervision

- Work effectively with the events team on the planning of upcoming events.
- Book contractors required to assist and on standby for event days.
- Book all temporary infrastructure required for event days
- Work closely with other team members as well as external contractors to ensure a high-quality service on event days.
- Actively assist with and ensure event set up and delivery, bump in and bump out works as required.
- Ensure that all aspects of the buildings and grounds are well presented.

Staff Supervision

- Manage, supervise, and coordinate allocated direct and indirect reports, such as the casual Logistics team ensuring, they are properly inducted, trained, managed and supported.
- Work with the Senior Facilities Manager to design and operate in accordance with Facilities Team goals and performance measures.
- Provide close supervision and timely feedback to direct and indirect reports where required and ensure goals are achieved by the team.
- Ensure any direct and indirect reports are aware of and act in accordance with the organization's mission, vision, and values, and comply with internal policies and procedures.

Other

- Act in accordance with the organisation's mission, vision, and values
- Be an influential and positive leader at an operational level.
- Perform the role of Event Day Facilities Representatives per Facilities Team roster.
- This role is expected to be on the 24/7 On-call/Emergency Management roster and as such act as Chief Warden for the whole Stadium at times.
- Other duties commensurate with the scope of the role

OHS RESPONSIBILITIES

- Be a member of the OH&S Committee as required.
- Participate in the development of a safe and healthy workplace.
- Review and approve high risk work permits
- Comply with instructions given for their own safety and health and that of others, in adhering to safe work procedures.
- Co-operate with management in its fulfilment of its legislative obligations.
- Take reasonable care to ensure their own safety and health and that of others, and to abide by their duty of care provided for in the legislation.
- To report any injury, hazard or illness immediately, where practical to their supervisor.
- Not place others at risk by any act or omission.
- Not willfully or recklessly interfere with safety equipment.
- Ensure any direct and indirect reports are aware of and comply with the Trust's Safety Management system and its policies and procedures.



ACCOUNTABILITY AND EXTENT OF AUTHORITY

Accountable For:

- Prioritise and complete reactive building maintenance requests as required.
- Resolve building maintenance problems using initiative and creativity on time.
- Manage contractors to ensure that all work performed is conducted using established safe working procedures and the requirements of the Occupational Health and Safety Regulations are observed at all times.
- Ensuring that allocated tasks are carried out following KPST's policies and procedures, professional standards and code of practice, Acts, Guidelines and Regulations, in a timely, accurate and efficient manner.
- Implementation and delivery of contracted goods and services within KPST's Purchasing and Procurement Policy, Contract Management Guidelines.
- Assessing consultants and contractors' claims and approve progress certificates for completed works.
- Reporting financial information associated with capital renewal works to ensure Senior Facilities Manager asset registers are maintained.
- Ensuring that appropriate consultation and liaison is carried out with relevant customers and stakeholders, and relevant and applicable information provided.
- Manage the quality standards on maintenance works and take necessary action when deviations are observed.
- Providing well researched, accurate and timely information and suggestions to contribute to the preparation of internal policies and procedures.
- They adopt a pro-active risk management approach to all KPST activities that the incumbent is responsible for and ensure that risks are identified, quantified, and controlled. As a result, KPST employees, contractors, and the community are protected against reasonable loss.
- Monitoring that the stadium is prepared for events and for the supervision of the logistics staff

Authority To:

- Manage budgets on a trades and services basis.
- Lead work independently with employees, consultants, and contractors, including developing works plans and proposals for approval by the Senior Facilities Manager
- Provide operational and policy advice to ELT, managers, and staff within scope of role
- Directly influence and contribute to the planning for capital renewal projects related to policies and processes.
- Consolidate and review operating procedures and systems.
- Make decisions following KPST's Delegation of Authority.

Judgement and Decision Making

- Provide advice within the role scope to the Senior Facilities Manager, Chief Operations Officer and other stakeholders.
- Assist to continuously improve the quality, efficiency, and effectiveness of the Facilities Management Teams.
- Demonstrated reliability to complete work without direct supervision.
- Independence in decision making, problem-solving and policy development based on specialised knowledge and skills.
- Judgement in applying the requirements of the principles and systems development relating to facilities maintenance.
- Judgement in applying quality improvement principles.
- Assessing the performance and work behaviours of direct and indirect reports



SUCCESS PROFILE

Our ideal candidate would be able to demonstrate the following criteria. There is no need for candidates to address each criterion.

Skills and Knowledge

- Substantial experience in successfully administering contracts and managing contractors following KPST policy requirements.
- Well-developed skills in the principles of cost monitoring, forecasting, and reporting.
- Sound knowledge of the building and construction industry and asset management principles and practices.
- Knowledge of current Acts, regulations, Codes of Practice relevant to the scope of the role.
- Research and analytical skills to develop reports and basic procedures.
- Excellent relationship and stakeholder management skills.
- Experience in large facilities maintenance.
- Substantial experience in the application and monitoring of occupational health and safety standards relating to capital works projects.
- Technically competent with various software programs, such as MS Project, MS Outlook, MS Excel, MS Word and other relevant programs and systems.
- Awareness of KPST's Corporate Plan and its long-term goals and objectives.
- Proven ability to manage time successfully, set priorities, plan and organise own work, and achieve the project objectives despite conflicting work pressures or resistance to change.
- Ability to adapt to shifting priorities, demands and timelines.
- Ability to bring projects to successful completion through political sensitivity.
- People management experience

Interpersonal Skills

- They have highly developed oral and written communication skills to enable effective communication with a wide variety of people from all levels and background, including staff, contractors and the public, including the ability to prepare detailed and sometimes complex reports, correspondence, procedures and guidelines.
- Ability to influence, gain cooperation, and resolve issues with various people, including other employees, residents, contractors, developers, consultants, authorities, and staff.
- You have demonstrated the ability to be actively involved in the achievement of team goals.
- Well-developed negotiation, facilitation and influencing skills.
- Well advanced customer service ethics.
- Strong problem solving and decision-making skills.
- Demonstrated ability to exercise a high level of discretion, diplomacy and confidentiality in dealing with financial and contractual information.

Special Requirements

- First Aid Certificate (preferred)
- Working with Children check (required)
- Satisfactory Police Check (required)
- The incumbent of this role will be expected to be available, ready and willing to be on the On-call /Emergency management company roster which would include being available outside of standard business hours and on the weekends.

REPORTING RELATIONSHIPS

Functional Reporting:

- Senior Facilities Manager

LOCATION

This position will be based at Kardinia Park in Geelong, Victoria. Occasional work from home and or other locations may be required or allowed as per Trust policies.

OTHER RELEVANT INFORMATION

- The position may be subject to an annual performance appraisal;



- Appointment to the position is subject to a 6-month probationary period;
- The successful applicant will be required to provide evidence of their right to work in Australia e.g. tax file number, copy of Birth Certificate or Passport and Visa;
- A National Police Check may be required throughout your employment with the Trust;
- Due to the nature of the role and the industry, after-hours work including evenings and weekends will be required.
- This role will be required to participate in face-to-face onsite planning and collaboration with other roles across the organisation.

CERTIFICATION

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.

Immediate Manager:	
Position:	
PD Approval Date:	

I have read and understood this position description and in signing this document agree that I am capable of fulfilling all of the requirements of the position described in this document, which forms part of my employment contract.

Additionally, I agree to notify KPST Management immediately of any change in my capacity to meet the inherent requirements outlined in this position description, such as changes in:

- Drivers license status (where applicable to role);
- Police Check status;
- Working with Children Check status;
- Capacity to fulfil inherent requirements of the role.

Employee Name:

Position Title:

Signature:

Date Signed:

Privacy Statement

Making an application for this position requires that you consent to the collection, use, storage and destruction of personal information, including details of your referees. This information will assist us to select the best applicant for the vacant position. At all times during the recruitment and selection process, personal data will be treated in a highly confidential manner. Documents will only be available to members of the selection committee for the purposes of selecting the best person for the position. All unsuccessful applicants' documentation will be destroyed three (3) months after the end of the recruitment process. Please do not send originals of documentation with your application, as they will be destroyed. Successful applicant details become employment-related information and will be placed on the successful applicant's Personal File. The Kardinia Park Stadium Trust may release this personal information to third parties such as the superannuation providers, Victorian WorkCover and Centrelink for employment related purposes

Child Safe Statement

Kardinia Park Stadium Trust is strongly committed to the safety and well-being of all children within our venue. We create and maintain a child safe environment. The welfare of children is a top priority, and we have zero tolerance for child abuse.

Pre-Employment Screening Statement

Please note successful applicants will be required to undertake a pre-employment screening. This includes but not limited to a national police check and working with children check. Kardinia Park Stadium Trust may withdraw an employment offer in the event of an unsatisfactory screening result.



Diversity and Inclusion Statement

Kardinia Park Stadium Trust is an equal opportunity employer and encourages individuals of diverse backgrounds including but not limited to those from Aboriginal and Torres Strait Islander, Culturally and Linguistically Diverse communities or applicants with a lived experience of disability to apply.

Disclaimer

It is not the intention of the position description to limit the scope or accountabilities of the position but to highlight the most important aspects of the position. The aspects mentioned above may be altered in accordance with the changing requirements of the role. Changes to position description will be consistent with the purpose for which the position was established.

