



## Women's Safety Services SA

### Job & Person Specification - Corporate

<b>Position Title:</b>	Facilities, Property & Systems Coordinator		
<b>Classification:</b>	SCHADS Level 4		
<b>Location:</b>	Mile End/ Head Office		
<b>Last Reviewed</b>	10/11/2020	<b>Review Due</b>	10/11/2021

<b>Role Reports to:</b>	Finance & Systems Team Leader
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<b>KEY PURPOSE OF THE POSITION</b>
<p>The purpose of the Facilities, Property &amp; Systems Coordinator is to provide multi-faceted support at Mile End Head Office and across WSSSA, to ensure the day to day efficient and effective operation of work sites. This will be achieved through the provision of support with security, office equipment, ICT support, and the receipt of office and other work related supplies. A key component of the role will be to provide property management support at Mile End, and property assistance at WSSSA sites located across Adelaide's metropolitan regions.</p>
<b>THE ORGANISATION</b>
<p>WSSSA is a women's and children's domestic and family violence service that provides an integrated response to its clients through the provision of specialised, accessible and flexible models of service delivery. WSSSA has a strong and varied history, delivering services across diverse cultures and backgrounds. Our practice model is underpinned by a safety first approach which seeks to ensure that the safety and empowerment of women and their children is paramount in all aspects of service delivery and advocacy.</p>
<b>VALUES AND PRINCIPLES</b>
<p>We value and are committed to:</p> <ul style="list-style-type: none"><li>• Safety</li><li>• Diversity and Equity</li><li>• Respect</li><li>• Responsiveness, Flexibility and Innovation</li><li>• Knowledge and Accountability</li><li>• Community responsibility</li></ul>
<b>KEY WORKING RELATIONSHIPS</b>
<ul style="list-style-type: none"><li>• Finance &amp; Systems Team Leader</li><li>• Shared Services team</li><li>• Program Managers, Property Officers &amp; other key internal stakeholders</li><li>• External Contractors and Suppliers</li></ul>



<b>KEY RESULT AREAS</b>
<ul style="list-style-type: none"><li>• Provision of ICT support, including equipment installation and supply, receipt of ICT inquiries and liaison with ICT support providers, and troubleshooting to resolve minor ICT issues;</li><li>• Receipt and distribution of office equipment and other supplies required for the day to day functioning of all sites;</li><li>• Provide support with security systems and processes across WSSSA, and arrange security staff and equipment as required;</li><li>• Provide Property Management Support at Mile End, as required;</li><li>• Coordinate annual electrical tag and testing;</li><li>• Oversee contract and lease renewals and coordinate site cleaning contracts;</li><li>• Maintain contractor register with regular reviews;</li><li>• Manage vehicle fleet including coordinating regular cleaning, maintenance and insurance claims;</li><li>• Ensure regular maintenance of fire equipment;</li><li>• Perform ICT, facilities and property management related administration including developing and maintaining a reporting system for notification of repairs and maintenance issues at the Mile End site;</li><li>• Review and update WSSSA ICT and Property related policies and procedures;</li><li>• Liaise with P&amp;C to prepare and deliver on site Contractor inductions as per WSSSA Policy;</li><li>• Collect and distribute WSSSA mail and deposit cash and cheques at bank.</li></ul>

<b>PERSON SPECIFICATION</b>
<b>Essential Qualifications</b>
<ul style="list-style-type: none"><li>• Qualification in Project Management, or Systems and/ or broad experience commensurate with the position.</li></ul>
<b>Competencies and Experience</b>
<ul style="list-style-type: none"><li>• Excellent communication and interpersonal skills;</li><li>• Highly organised with the ability to manage multiple projects or tasks under limited supervision;</li><li>• Highly service oriented with strong initiative to problem solve, and proactively follow up on issues relating to facilities, property, systems or supplies;</li><li>• Skills in property management, including the ability to perform property intakes;</li><li>• Sound systems skills including an ability to troubleshoot IT basic issues, perform basic IT equipment installations;</li><li>• Sound administration skills &amp; ability to use full suite of Microsoft products;</li><li>• Ability to apply a flexible approach to changing priorities and demands, and reprioritise as required;</li><li>• Strong systems knowledge, preferably in systems such as Connx, Microsoft, Internet and telecommunications systems;</li><li>• Knowledge of property management and facilities practices;</li><li>• Knowledge, awareness and empathy for the particular needs of women and children affected by domestic and family violence;</li><li>• Significant experience working within service focussed facilities or property management roles where a hands on approach has been required;</li></ul>



- Prior experience within the community services sector or related is desirable;

#### **SPECIAL CONDITIONS**

- Current full Driver's License and able to drive;
- The incumbent is required to satisfactorily complete a Department Human Services Child Related Screening and National Police Check;
- Must be able to work outside normal hours when required.

#### **GENERAL DUTIES & RESPONSIBILITIES**

- Faithfully and diligently, perform the duties consistent with this position as may be varied from time to time by the organisation.
- Comply with all laws applicable to the performance of this position and not to enter into any arrangements or understandings that conflict with your duties as a team member of the organisation.
- Ensure the health and safety of yourself and others by complying with WSSSA's Work, Health & Safety policies, procedures and guidelines.
- Ensure work is performed in alignment with WSSSA values and practice framework, and the WSSSA Code of Conduct

#### **Duty as a Public Officer**

- As a Public Officer, as per the Independent Commissioner against Corruption (ICAC) definition, you have a mandatory reporting obligation to report to the Office for Public Integrity (OPI), any conduct that you reasonably suspect raises and issue of corruption, or serious or systematic misconduct or maladministration in public administration. As a Public Officer your own conduct could be subject of a report to the OPI and as a result you could be investigated for corruption.

<b>Prepared by</b> <b>Name: Rachel Lucas</b> <b>Role Title: People &amp; Culture Manager</b>	<b>Date: 10/11/2020</b>
<b>Approved by</b> <b>Name: Joanne Mitchell</b> <b>Role Title: General Manager, Shared Services</b>	<b>Date: 16/11/2020</b>