POSITION DESCRIPTION

General Stream Band 1 to Band 8

POSITION TITLE:	Facilities Coordinator
Entity	Legislature - General
Unit	Finance and Properties
Reports To (role)	Manager, Finance and Properties
Direct Report:	Facilities Services Officer
Award and Band Level	Tasmanian State Service Award Band 5
Employment status	Permanent Full Time
Full Time Equivalent (FTE)	1.0
Ordinary Hours per week	Average of 36.75 hours per week
Location	Parliament House, Hobart, Tasmania



About Us

The Parliament of Tasmania is a meeting place where elected representatives meet to make laws, authorise the expenditure of public funds, scrutinise the government of the day and give a voice to their constituents in the electorates. The Parliament is made up of three separate entities consisting of:

- House of Assembly – which provides services to the Members of the House of Assembly, including chamber and committee support in the discharge of their constitutional and parliamentary responsibilities as elected Members.
- Legislative Council – which provides services to the Members of the Legislative Council, including chamber and committee support, in the discharge of their constitutional and parliamentary responsibilities as elected Members.
- Legislature - General – which provides joint services to support Members of Parliament, officers, and staff of the Parliament. These services broadly relate to finance and properties, engagement and visitor services, ICT, library and research services, parliamentary reporting services, and people & culture.

Why work at Parliament of Tasmania

- A unique opportunity to contribute to democracy in Tasmania.
- Develop capability in delivering innovative, responsive, and impartial professional services.
- A supportive environment to enable our people to do their most purposeful and rewarding work.
- Deliver value that makes a real impact.
- Generous leave provisions and benefits.
- This might be your best role ever.

Position Purpose

The Facilities Coordinator leads and coordinates the day-to-day operation, maintenance and presentation of Parliament House and associated facilities. The role oversees facilities and utility service delivery, manages contractor activity, coordinates planned and reactive maintenance, and plans and delivers small facilities projects and minor works with measurable outcomes. Working with a degree of independence, the role provides authoritative advice and recommendations, exercises sound operational judgement and applies practical and innovative thinking to resolve issues and improve services. The role leads, guides and supports the facilities team and works collaboratively with stakeholders to deliver safe, responsive and client-focused services that meet security, safety, heritage and operational requirements.

Key Accountabilities/Duties

- Lead and coordinate day-to-day facilities operations, including facilities and utility services, planned and reactive maintenance, contractor activity and minor works, ensuring safe, efficient and high-quality service delivery.
- Establish and review operational work plans, maintenance schedules and priorities, making effective use of the team and available resources to deliver objectives and meet service requirements.
- Lead, inform, guide and mentor the Utility Officer Supervisor and Utility Officers, allocate work priorities, monitor outcomes, provide and seek effective feedback, and adapt work practices to achieve objectives. Foster a positive team environment and provide practical support when required.
- Provide authoritative advice and recommendations on facilities operations, including maintenance priorities, contractor performance, service risks and stakeholder requirements. Make well-informed, timely decisions and apply lateral thinking to identify and implement practical solutions.
- Plan, coordinate and deliver small facilities projects and minor works with measurable outcomes, including defining scope, coordinating stakeholder input, negotiating timeframes and resources, monitoring progress, resolving issues and assessing completion against agreed outcomes.

- Manage and oversee contractors and service providers undertaking maintenance, repairs, cleaning, minor works and related services, monitoring delivery, contractor performance, quality and compliance with security, safety, induction and operational requirements.
- Assess facilities-related risks, service issues and emerging priorities, anticipate their impact on team activities, and determine timely operational responses to maintain safe and reliable services.
- Represent the facilities area on operational matters, communicate information clearly to suit the audience, and negotiate practical outcomes with a clear understanding of key issues. Develop cooperative relationships and use networks to coordinate broader work outcomes, seek feedback and adapt services to stakeholder needs.
- Identify, initiate and implement improvements to facilities operational systems, maintenance schedules, contractor management practices, records and client service delivery. Support others through change, adapt to unexpected requirements and manage expectations.
- Prepare clear, accurate and well-structured facilities documentation, reports, work scopes and recommendations, including drafts of complex interpretive material relating to facilities operations.
- Perform any other allocated duties, not specifically mentioned in this document, that are within the capacity, qualifications and experience normally expected from an occupant at this classification level.

Key Challenges

- Leading day-to-day facilities services in a busy parliamentary environment, balancing team capacity, contractor availability and competing maintenance and service priorities while minimising disruption and maintaining a client focus.
- Exercising sound independent operational judgement, applying practical and lateral thinking to resolve building and service issues, and providing authoritative advice and timely recommendations.
- Delivering small facilities projects and minor works with measurable outcomes while coordinating stakeholders, maintaining security, safety, heritage and quality requirements, and supporting the team through changing priorities.

Key Relationships

- Manager, Finance and Properties — receives broad direction, provides operational updates, authoritative advice and recommendations, and contributes to maintenance planning and facilities service priorities.
- Facilities Services Officer — direct report; leads, guides and mentors the Officer, allocates work priorities, monitors outcomes, and provides and seeks feedback.
- Utility Officers —engages directly with Utility Officers as required to coordinate day-to-day service delivery and support the team to achieve service objectives.
- Contractors and service providers — manages operational working relationships, coordinates work, access and inductions, monitors delivery and performance, and resolves issues relating to security, safety, quality and service requirements.
- Members, officers and employees of Parliament — responds to facilities-related requests and provides practical support to maintain a safe, functional and professional working environment.
- Security, ICT, Finance, People and Culture and other internal teams — works collaboratively to support coordinated service delivery, access requirements, procurement processes and operational continuity.

Level of responsibility

- Operates with a degree of independence under broad direction from the Manager, Finance and Properties, leading day-to-day facilities operations and exercising judgement within established policies, procedures and the role's authority. Resolves operational issues directly and refers complex or high-risk matters, or decisions beyond the role's authority, to the Manager.
- Leads, guides and mentors the Facilities Team, makes effective use of available resources to deliver objectives, and provides practical support and constructive feedback to foster a positive and responsive service culture.

- Provides authoritative advice and recommendations within facilities expertise, makes well-informed and timely operational decisions, and applies innovative and lateral thinking to identify and implement solutions.
- Takes responsibility for planning, coordinating and delivering facilities projects and works with measurable outcomes, including scope, scheduling, resources, contractor liaison, progress monitoring and issue resolution.
- Establishes and reviews operational work plans, contributes to maintenance planning and procurement processes, and initiates improvements to facilities work practices and client service. Anticipates issues affecting team activities and supports others through change.

Essential requirements

- It is a condition of your employment that you must be an Australian citizen or permanent resident, a New Zealand citizen, or hold a current visa which allows you to work in Australia.
- It is a condition of your employment that you are deemed to be of suitable character. This assessment will be subject to a satisfactory result from a Nationally Coordinated Criminal History Check.
- It is a condition of your employment that you are assessed as being fit for duty to perform the duties of your role. To determine your fitness for duty, you may be asked to provide a declaration of your health status, including disclosure of pre-existing medical conditions.

Desirable requirements

- Relevant trade qualification, technical qualification or demonstrated equivalent experience in building maintenance, facilities coordination, construction, property services or a related field.
- Experience coordinating contractors, maintenance works or facilities services in an operational environment.
- Experience working in a heritage, public sector, security-conscious or complex stakeholder environment would be an advantage.

Selection Criteria	
Capability Name	**Capability Indicators**
Judgement, common sense and strategic thinking applied to identify and analyse problems/key issues, determine alternative approaches and assess their consequences, and provide advice and recommendations.	• Provides authoritative and consultative advice on specialised area; • Presents logical arguments and evidence based conclusions for decision making; • Identifies strategic issues and risks and factors them into planning, decision making and priority setting.
Delivers quality results by managing self, time and resources and prioritise work to deliver outcomes on time. Accept responsibility and be accountable for quality of work to both internal and external clients.	• Establishes and reviews work plans to deliver objectives effectively; • Contributes to and co-ordinates input from others and negotiates changes to outputs, deadlines and resources; • Promotes and contributes to a client focus and continuous improvement; • Effectively manages self and team to deliver high standard of client focus and work quality.
People and leadership skills	• Leads, informs, influences and mentors in areas of expertise, and promotes broad objectives;

evidenced by working co-operatively as part of a team or group. Manages others effectively, models leadership behaviours and leads by example to deliver positive business outcomes.	• Actively contributes to a positive team environment and uses networks to obtain results; • Provides, seeks, values and acts upon constructive and regular feedback; • Promotes and shares learning and seeks opportunities for self-development.
Communicates effectively with colleagues and external stakeholders adapting communication styles to suit different situations.	• Prepares documentation to a high level and prepares drafts of more complex interpretive material; • Confidently and clearly informs stakeholders with regard to complex information and concepts; • Represents department in area of expertise, negotiates and influences outcomes both internally and externally.
Builds & maintains productive working relationships with colleagues, clients and stakeholders (both internal and external) with a demonstrated capability to nurture relationships; facilitate cooperation and partnership; value difference and diversity; and guide, mentor and develop people.	• Establishes co-operative relationships with clients and stakeholders to identify service requirements and to plan effectively for their delivery; • Facilitates and promotes co-operation and awareness between work areas and organisations; • Seeks feedback from stakeholders to gauge satisfaction; • Proactively and persuasively conveys information and advice to external and internal stakeholders.
Change responsiveness evidenced by an individual's response and approach to change including their ability to positively adapt, manage and implement change.	• Identifies and initiates change at the team/area/whole of department level and contributes to and supports change across all levels; • Leads change and supports others to adjust to change; • Responds positively and effectively to unexpected change and manages own and others' expectations; • Assesses the impact of change; identifies and implements solutions to support change agenda.
Professional ethics Demonstrated capability to be ethical and professional.	• Consistently behaves in a manner that complies with our Code of Conduct, Core VALUES, and our policies and procedures. • Recognises impact of own behaviour on others and modifies behaviour accordingly. • Develop understanding of own capabilities and seek opportunities for personal and professional development. • Values people for their contribution.