

Position Description

Facilities Support Officer

March 2022

DEPARTMENT/TEAM Corporate Services	REPORTS TO Property & Facilities Lead
EMPLOYMENT TYPE Part time – fixed term	DIRECT REPORTS Nil
LOCATION 32 Darlimurla Avenue, Newborough and other Latrobe sites as required – some work from home available	KEY CONTACT Sharyn Fox

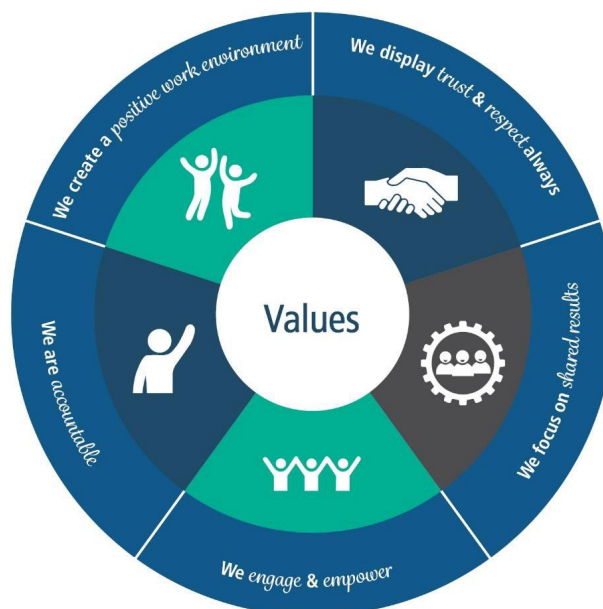
WHO IS LATROBE?

Latrobe Health Services is an Australian-owned not-for-profit registered private health insurer with more than 81,000 members across Australia. We pride ourselves on providing quality cover for our members, and exceptional service when our members need us.

Latrobe's core purpose is to guide and empower our members like a friend, to take control of their health episodes now and in the future.

Our purpose is supported by 5 key values:

1. *We display trust and respect always*
2. *We focus on shared results*
3. *We engage & empower*
4. *We are accountable*
5. *We create a positive work environment*



POSITION OBJECTIVE

The Facilities Support Officer is responsible for supporting the maintenance of facilities services by providing administrative and proactive support to the Property & Facilities Lead and the broader Corporate Services Team.

The role will provide support for Latrobe's property strategies, project delivery specific to the facilities team, manage facilities service desk requests and manage and maintain property & facilities data and information in the Document Hub.

REQUIREMENTS OF THE POSITION

Key duties and responsibilities

- Provide administrative support to the Property and Facilities Lead.
- Respond to the maintenance request or incidents logged by staff across all locations.
- Liaise and with contractors, as required, to deliver and coordinate approved maintenance and management program works.
- Manage and respond to requests submitted through the Facilities Service Desk.
- Support the implementation of a property maintenance and management program, which includes maintenance scheduling, safety and security audits or tests.
- Input to the design of policy and procedures as they relate to property and facility management, safety, security and sustainability.
- Manage and maintain property and facility data and information stored in the Document Hub.
- Communicate with internal and external stakeholders to ensure satisfactory delivery of service/ works.
- Ensure the onboarding and offboarding of staff facilities needs are scheduled and actioned to completion.
- Manage relevant stock and uniform levels.

Leadership, teamwork and relationship building

- Model the Latrobe Way values and behaviours in the delivery of individual performance; actively contribute to a constructive, high performing team and organisational culture.
- Develop and maintain professional relationships with peers and stakeholders at all levels across the business to support inter-departmental collaboration.
- Independently prioritise work to support consistent achievement of individual and team key performance indicators; appropriately escalate issues impacting either performance and/or the business; and demonstrate a flexible, adaptable, mobile and energised (FAME) mindset.
- A highly effective team member with energy, enthusiasm and creativity – able to work autonomously and as part of a team.

Accountability and extent of authority

- Provide support and information as requested by the Property & Facilities Lead and Finance & Corporate Services Manager as requested.
- Ensure applicable procedures are always maintained.
- Actively maintain awareness of all risk and compliance obligations defined through Latrobe's Risk Management Framework.
- Consistently achieve individual goals and objectives and actively lead own growth and achievement planning and implementation.

Position Description



Judgement and decision making

- Interpret and work within organisational policy and procedure and/or legislation applicable to the position.
- Actively offer and implement a course of action and solutions based on evaluation and analysis of numerical and written information focussed on results.
- Make decisions which are objective and free from undue influence consistent with Latrobe's risk culture and approved strategic priorities and objectives.
- Make decisions consistent with Latrobe's operational delegations and delegate or escalate matters appropriately.

KEY SELECTION CRITERIA

Experience skills and knowledge

1. **Experience managing priorities and competing demands with varying time frames in order to meet deadlines and maintain high quality standards**
2. **Excellent problem-solving skills.**
3. **Strong interpersonal and relationship management skills with the ability to:**
 - provide exceptional customer service
 - manage priorities and competing demands in order to meet deadlines and maintain high quality standards
4. **Strong communication and engagement skills** to drive mutually beneficial outcomes with internal and external stakeholders.
5. **Flexible, adaptable, mobile and energised (FAME) mindset:** ability to positively respond and adapt to changes that impact the business environment.

Qualifications/accreditation/licenses

1. .

Mandatory checks

1. An Australian Police check will be conducted for all new employees to Latrobe Health Services prior to commencing in a role.
2. COVID vaccination status (full vaccination required to work at Latrobe Health Services).

Employment at Latrobe Health requires candidates to have Australian citizenship or to be a permanent resident of Australia or to have a valid visa that provides work rights in Australia.