**Position Family: Facilities**

*Operations & Facilities*

Head of Operations & Facilities Management [EXS.85410.6](#bookmark177)

Facilities Manager [ADM.40008.5](#bookmark178)

Regional Facilities Manager/Portfolio Manager [OPR.90201.5](#bookmark179)

Facilities, Maintenance & Property Team Leader [ADM.40002.4](#bookmark180)

Facility Operations Manager [OPR.90201.4](#bookmark181)

Senior Facilities, Maintenance & Property Officer [FIN.30008.3](#bookmark182)

Facilities, Maintenance & Property Officer [ADM.40008.2](#bookmark183)

Facilities, Fleet Management & Purchases Administrator [FIN.30001.2](#bookmark184)

Mail Room Manager [ADM.40301.3](#bookmark185)

Mail Room Officer [ADM.40101.1](#bookmark186)

**Position title: Head of Operations & Facilities Management Aon Position code: EXS.85410.6**

**Level: 6**

**Responsible for**

Overseeing the tactical implementation of the facilities strategy in relation to security, reception, maintenance, and facility management to internal and/or external clients.

# Report to

General Manager - Operations.

# Supervises

Operations and Facilities Management team

# Main activities

* + Advising on and setting the implementation plan for the Facility Management strategy.
	+ Agreeing the space planning process and taking accountability for ensuring all legal requirements are adhered to.
	+ Overseeing budget planning & full accountability for annual operational budgets.
	+ Setting mid-long term tactical plans in relation to all facility services.
	+ Managing of on-site facility team (or external vendor).
	+ Supervising and coordinating work of contractors and subcontractors.
	+ Checking that agreed work by staff or contractors has been completed satisfactorily and following up on any deficiencies.
	+ Using performance management techniques to monitor and demonstrate achievement of agreed service levels and to lead on improvement.
	+ Managing health and safety responsibility and related functions.
	+ Managing the presentation and day-to-day operations of allocated properties, including security, maintenance and safety.

# Key skills

* + Good communication skills.
	+ Strong Customer Service skills.
	+ Strong financial and analytical acumen.
	+ People management.
	+ Demonstrated project management skills leading large scale projects.
	+ Experience in space management.
	+ Strong understanding of procurement and contract management and utilities and communications infrastructure..

# Internal contacts

Operations Facilities Management team.

# External contacts

Clients, Contractors.

# Typical experience

Tertiary qualified in business management, engineering or a related discipline along with a facilities management accreditation and more than 12 years experience in facilities management operations.

# Other comments

**Position title: Facilities Manager**

**Aon Position code: ADM.40008.5**

**Level: 5**

**Responsible for**

Providing employees with a superior work environment and efficient administrative services through cost effective management of new and existing premises - ensuring organisational fixed properties are effectively administered, presented and secured.

# Report to

General Manager, Accounting Manager, Administration Manager.

# Supervises

A small team of clerical staff and contract cleaners.

# Main activities

* + Ensuring all organisational properties are well presented and always maintained to project the organisational image and logo; continually monitoring the security facilities at all locations.
	+ Administering premises management by selecting new office space, liaising with architects and decorators, negotiating new property leases and rent reviews, developing and monitoring compliances.
	+ Assisting in the recommendation of properties for the organisation to both acquire and/or dispose.
	+ Negotiating maintenance contracts, providing expenditure and performance data for management, planning premises usage.
	+ Overseeing provision of reception facilities, general office space and storage and distribution facilities and also ensuring the effective provision and service of organisational voice communications facilities.
	+ Negotiating renewal of corporate insurance policies ensuring company requirements are met; managing claims processes and ongoing relationships with Insurance Brokers.
	+ Preparing annual capital budget and monitoring expenditure against budget.
	+ Providing cost effective administration of the organisation's car plan and negotiating leasing rates and associated conditions with fleet suppliers.
	+ Negotiating cost effective organisational travel service and managing ongoing relationships with Travel Agencies, negotiating corporate hotel rates.
	+ Preparing budgets and monitoring expenditure across a range of administrative/facilities items.

# Key skills

* + Good organisational skills.
	+ Excellent communication and negotiation skills.

# Internal contacts

Managers and Staff at all levels.

# External contacts

Architects, Maintenance and Building Contractors, Local Councils, Travel Agencies, Insurance Brokers, Fleet Suppliers, Equipment Suppliers.

# Typical experience

At least 5 years experience in all facets of facilities management typically stemming from a solid administrative and/or technical background.

# Other comments

**Position title: Regional Facilities Manager/Portfolio Manager Aon Position code: OPR.90201.5**

**Level: 5**

**Responsible for**

Maintaining the up keep and building services to the agreed quality standards of all the property within assigned region. Cost- effective management of new and existing premises - ensuring organisational fixed properties are effectively administered, presented and secured.

# Report to

General Manager Operations.

# Supervises

Facilities managers, project manager, centre managers and coordinators.

# Main activities

* + Maintaining quality standards for a number of facilities by overseeing the facilities daily cleanliness, security and repair.
	+ Formulating policy, operational and customer service standards for the organisations facilities management.
	+ Addressing users repair needs and meeting retailer and leaser expectations.
	+ Developing and managing the budgets for capital expenditure.
	+ Negotiating property related transactions such as lease agreements.
	+ Working with the General Manager and marketing team to implement strategies to market the properties within the assigned region.
	+ Monitoring and developing the performance of employees by identifying performance objectives, and training & development needs to ensure performance standards are achieved.
	+ Managing and scheduling activities for staff so that maintenance activities are undertaken in the most efficient and effective manner.
	+ Supervising staff on a daily basis to ensure compliance with project plans, budgets and agreed time-frames.
	+ Liaising with internal staff and external contractors, to ensure that all user needs will be met and that maintenance projects are undertaken in line with business strategy and in a cost effective manner.
	+ Managing the presentation and day-to-day operations of allocated properties, including security, maintenance and safety

# Key skills

* + Good communication skills.
	+ Negotiation and decision making skills.
	+ Strong leadership skills.
	+ Effective time management skills.
	+ Intermediate computer skills.
	+ Awareness of legislation relevant to the position, particularly with regard to Occupational Health & Safety requirements.
	+ Excellent organisational and planning skills - ability to prioritise and multi-task.
	+ Ability to troubleshoot.

# Internal contacts

Development and construction business units, legal and finance departments, centre management staff.

# External contacts

Customers, retailers, landlords and contractors.

# Typical experience

At least 10 years experience in property maintenance role, tertiary qualifications in property, real estate, finance or other related field.

# Other comments

**Position title: Facilities, Maintenance & Property Team Leader Aon Position code: ADM.40002.4**

**Level: 4**

**Responsible for**

Leading a team of employees and external contractors engaged in Maintenance activities to ensure that Maintenance work is executed according to Maintenance plans and objectives.

# Report to

Facilities, Maintenance & Property Manager, General Manager.

# Supervises

Maintenance Staff and External Contractors.

# Main activities

* + Supervising, directing and managing Maintenance employees and external contractors in order to maintain the organisation's facilities, property and equipment.
	+ Supporting and assisting the Facilities, Maintenance & Property Manager in planning and executing Maintenance work.
	+ Controlling and managing all preventative maintenance work and ensuring that all documentation pertaining to Maintenance work is updated.
	+ Reviewing preventive Maintenance plans and making adjustments to meet operational requirements in consultation with the Facilities, Maintenance & Property Manager.
	+ Undertaking regular inspections of facilities to determine specific Maintenance and upgrading requirements.
	+ Assisting the Facilities, Maintenance & Property Manager in the development of plans for specific Maintenance activities.
	+ Liaising with employees and clients of the organisation affected by Maintenance works to ensure that Maintenance projects are completed on time and with minimal disruption to business operations.
	+ Being on-call and managing the provision of after hours emergency services where required.
	+ Providing training to Maintenance employees on an ongoing basis.
	+ Personally complying, and ensuring that all Maintenance staff comply with Occupational Health & Safety regulations.

# Key skills

* + Proven supervisory and leadership capability.
	+ Excellent communication skills.
	+ Ability to work according to strict timeframes and agreed quality standards.
	+ Knowledge of facilities management protocols and Maintenance planning.
	+ Awareness of legislation relevant to the position, particularly with regard to Occupational Health & Safety requirements.

# Internal contacts

All employees affected by Maintenance activities.

# External contacts

Contractors.

# Typical experience

2+ years of supervisory experience, plus 5+ years of Maintenance experience, coupled with Trade qualifications.

# Other comments

Employees in this role are typically required to be on-call/standby.

# Position title: Facility Operations Manager

**Aon Position code: OPR.90201.4**

**Level: 4**

**Responsible for**

Ensuring contractual compliance in all existing contracts to agreed standard, achieving desired customer and tenant satisfaction levels.

# Report to

General Manager Operations.

# Supervises

Facilities and maintenance staff.

# Main activities

* + Providing direction to ensure maintenance costs are kept to a minimum while still meeting quality standards and fulfilling contractual and other legal requirements.
	+ Providing technical and operations advice to generate continuous improvement initiatives.
	+ Negotiating contracts to ensure agreed service levels are maintained while optimising costs.
	+ Maximising the everyday satisfaction of customers and retailers with the facility provided.
	+ Ensuring that specific maintenance standards, agreed quality standards and all legal requirements, OH&S and Work cover are met.
	+ Developing and controlling of the budget for the business unit and preparing reporting requirements.
	+ Providing support and assistance to the General Managers where required.
	+ Planning and training all staff in relation to the asset and quality management systems
	+ Managing the presentation and day-to-day operations of allocated properties, including security, maintenance and safety.

# Key skills

* + Strong negotiation skills.
	+ Excellent communication skills.
	+ Strong computer skills.
	+ Sound understanding of current technical issues and operational processes in relation to facilities management.
	+ Strategic planning and resource management skills.
	+ Ability to communicate and manage relationships with external service providers and contractors.
	+ Strong financial management/reporting and analysis skills.
	+ Strong leadership and motivational ability.
	+ Proven management experience at a senior level.

# Internal contacts

Development and construction business units, legal and finance departments, centre management staff.

# External contacts

Customers, consultants, retailers, landlords and contractors.

# Typical experience

At least 8 years relevant experience in facilities management, construction or property management coupled with tertiary level qualifications.

# Other comments

**Position title: Senior Facilities, Maintenance & Property Officer Aon Position code: FIN.30008.3**

**Level: 3**

**Responsible for**

Carrying out duties as directed by Facilities, Maintenance and Property Team Leader to maintain the organisation's facilities, property and equipment.

# Report to

Facilities, Maintenance and Property Team Leader.

# Supervises

None.

# Main activities

* + Supporting and assisting the Facilities, Maintenance & Property Manager in executing Maintenance work.
	+ Ensuring that all documentation pertaining to Maintenance work is updated.
	+ Undertaking regular inspections of facilities to determine specific Maintenance and upgrading requirements.
	+ Liaising with employees and clients of the organisation affected by Maintenance works to ensure that Maintenance projects are completed on time and with minimal disruption to business operations.
	+ Personally complying with Occupational Health & Safety regulations.

# Key skills

* + Excellent communication skills.
	+ Ability to work according to strict timeframes and agreed quality standards.
	+ Knowledge of facilities management protocols and Maintenance planning.
	+ Awareness of legislation relevant to the position, particularly with regard to Occupational Health & Safety requirements.

# Internal contacts

Facilities, Maintenance and Property staff.

# External contacts

Contractors, suppliers.

# Typical experience

1. years of experience in a Maintenance or Property environment.

# Other comments

**Position title: Facilities, Maintenance & Property Officer Aon Position code: ADM.40008.2**

**Level: 2**

**Responsible for**

Providing administrative services and supporting the Facilities Management team in order to ensure the efficient and smooth running of the facilities and work environment at both new and existing premises.

# Report to

Facilities Manager.

# Supervises

Typically no supervisory responsibilities.

# Main activities

* + Coordinating the scheduling of activities to be carried out at the premises.
	+ Liaising with clients both in-house and externally to determine facility requirements.
	+ Compiling and distributing monthly facility schedules.
	+ Maintaining schedule/s as required & delivering appropriate communication regarding changes to the schedule.
	+ Distributing and entering bookings into the database regularly to ensure it is maintained accurately and up to date.
	+ Complying with organisational and regulatory Occupational Health and Safety standards.

# Key skills

* + Ability to work in a high pressure, deadline driven environment.
	+ Good communication skills.
	+ Strong interpersonal skills with the flexibility to adapt to a wide variety of personal styles.
	+ Excellent organisational and planning skills - ability to prioritise and multi-task.
	+ Ability to take responsibility for tasks and see them through to completion.
	+ Computer Literate with experience in DOS & Windows based software
	+ Demonstrated initiative with the ability to work independently and as part of a team.

# Internal contacts

Managers and Staff at all levels.

# External contacts

External Clients, Maintenance and Building Contractors, Equipment Suppliers.

# Typical experience

At least 2 years experience in facilities management coupled with completion of a secondary education qualification or equivalent.

# Other comments

**Position title: Facilities, Fleet Management & Purchases Administrator Aon Position code: FIN.30001.2**

**Level: 2**

**Responsible for**

Day-to-day support and maintenance of work premises.

# Report to

Facilities Team Leader, Facilities Manager, Operations Manager.

# Supervises

No supervisory responsibilities.

# Main activities

* + Maintenance of office inventory supplies.
	+ Ensure all meeting rooms, kitchen facilities and reception are well presented and stocked.
	+ Processing of mail/couriers and distribution to staff.
	+ Archiving records.
	+ Assisting with corporate events.

# Key skills

* + Strong customer service skills.
	+ Ability to prioritise and multi task.
	+ Working knowledge of office systems and equipment.
	+ Administration skills.

# Internal contacts

Staff at all levels.

# External contacts

Suppliers, Providers, Maintenance staff.

# Typical experience

Some experience in an administration role in a Corporate environment.

# Other comments

This is an entry level position.

# Position title: Mail Room Manager

**Aon Position code: ADM.40301.3**

**Level: 3**

**Responsible for**

Coordinating and managing the day-to-day running of the mailroom and ensuring that office communications are delivered to the business in a timely and efficient manner.

# Report to

Support Service Manager.

# Supervises

Mailroom Officers.

# Main activities

* + Coordinating and managing the daily mailroom functions and staff.
	+ Ensuring the reliable and timely distribution of all mail to the business and external parties.
	+ Controlling all supplier costs associated with mail and office communications and advising users of the most cost effective means of distribution.
	+ Controlling and participating in the sorting and distribution of incoming and outgoing mail.
	+ Controlling courier dispatches between inter-office locations.
	+ Controlling of all archives leaving and arriving at Head Office.
	+ Negotiating contracts for courier and mail services.
	+ Providing a regular written report to the Support Services Manager.
	+ Assisting with staff performance evaluation.
	+ Maintaining and managing the repair of all office communication equipment.

# Key skills

* + General knowledge of all business units and key personnel.
	+ Ability to develop an efficient and productive team.
	+ Ability to manage work flow of staff.
	+ Ability to work under pressure and to deadlines.
	+ Effective communication skills.
	+ Sound MS Office skills.
	+ Thorough knowledge of available national and local distribution services.

# Internal contacts

Staff at all levels.

# External contacts

Postal and Delivery Employees, Suppliers of Stationary and Equipment.

# Typical experience

At least 2 years experience in a high volume mail distribution environment and previous Team Leader or supervisory experience.

# Other comments

**Position title: Mail Room Officer**

**Aon Position code: ADM.40101.1**

**Level: 1**

**Responsible for**

Administering the daily mail requirements for the business through the sorting, distributing and collecting of mail.

# Report to

Mail Room Manager.

# Supervises

No supervisory responsibilities.

# Main activities

* + Sorting and distributing incoming and outgoing mail.
	+ Using all relevant and available distribution equipment.
	+ Arranging and completing documentation for couriers.
	+ Advising users on the most cost-effective means of distribution.
	+ Maintaining records of archives leaving and arriving at head office.
	+ Maintaining and managing the repair of all office communication equipment.

# Key skills

* + General knowledge of business units and key personnel.
	+ Sound MS Office skills.
	+ Ability to work under pressure and to deadlines.
	+ Ability to work in a team environment.

# Internal contacts

Staff at all levels.

# External contacts

Postal and Delivery Employees, Suppliers of Stationary and Equipment.

# Typical experience

Little job related experience necessary.

# Other comments

This is an entry level position.