



Position Description

Operations Manager, Property & Fleet

Award or EBA:	Health and Allied Services, Managers and Administrative Officers Multiple Enterprise Agreement 2011-2015
Classification/Grade:	Grade 5
Directorate:	Infrastructure and Medical Services
Reports to:	Manager, Property & Fleet
Direct Reports:	Maintenance Staff

Our vision is ensuring the health and wellbeing of our community.

Our values are:

Persistence	Integrity	Compassion	Respect	Responsiveness
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Role Description

This position contributes to the operational success of DPV Health through overseeing the development and implementation of property and fleet management plans for DPV Health clients and people, with the purpose of the productivity of the core business.

This role has the overall responsibility for the delivery of fit for purpose property and fleet to employees. Responsible for efficient and effective delivery of support services associated with maintenance, managing contractors, subcontractors and trades, and ensuring delivery and sign off of work; this role will also ensure compliance with regulations, standards, and codes of practice relating to property and fleet operations.

The position reports to and works closely with the Manager, Property & Fleet Portfolio and in partnership with other managers and team leader to continually address maintenance issues across the organisation.

Roles Key Accountabilities

Service Delivery

- Ensure reactive and scheduled buildings and facilities maintenance programs are carried out including: landscaping, security, cleaning, waste management, air-conditioning, passive and active essential safety measures, automatic doors, electrical test and tagging etc.
- Scheduling and supervising the activities of Maintenance Staff to undertake various maintenance duties within their scope of practice.
- Manage and coordinate contractors, subcontractors and trades through effective leadership and communication, undertake site orientation and provide regular feedback on performance
- Responsible for fleet management, preventative and reactionary servicing, rotations and cleanliness.
- Ensuring the security of all property, including call outs if required.
- Participate in the planning, budgeting for capital and minor works and delivering minor end-to-end building projects. This includes contractor performance, quality and completion of work.

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- Source one-off contractors not subject to an ongoing contractual arrangements

Reporting, System and Analytics

- Provide timely, accurate information to meet reporting and accountability requirements.
- Actively use and promote the use of DPV Health systems such as VHIMS, Mex, MyBookings, Folio, ESS, e3, Gemba, Trim and others.
- Continually review and seek feedback on service/support provided to analyse success, areas of improvement and contractor, subcontractors and trades performance.
- Provide timely, accurate reports to meet all reporting and accountability requirements including the annual report and enable the monitoring of budgets.

Financials, Budgets, Target, Funding

- Provide timely, accurate information to enable the monitoring of budgets
- Identifying opportunities for efficiencies.
- Ensure that all financial transactions are undertaken in line with approved DPV Health policy and delegations.
- Ensure that finances of the Service are managed in accordance with statutory requirements, industry standards and maximise the services resources.
- Monitor the delivery of contractual scope of works and performance.

Culture, Engagement, Diversity – People Experience

- Demonstrates behaviours aligned with DPV Health Values and Code of Conduct.
- Participate in regular supervision, annual work plans and annual performance reviews.
- Actively participate in all required training, inductions and development.
- Actively participate in and attend organisationally required meetings in a positive constructive manner. Offering balanced views and seeking solutions.
- Actively supports and demonstrates inclusive behaviour with a zero tolerance for any bullying, harassment and inappropriate conduct.

Health and Safety

- Take reasonable care to ensure no risk of harm to self and others in the workplace. This includes immediately reporting any incidents, near miss, hazards and injuries.
- Comply with relevant Occupational Health and Safety laws, standards, safe work practices, policies and procedures and attend all safety initiatives, improvements & training.
- Demonstrate safe work behaviours and conducting work in accordance with our safety management system.

Risk Management and Compliance – Quality and Accreditation

- Ensure documentation supports both quality and department standards
- Actively identify, monitor and manage areas of key risk and lead appropriate escalation and response
- Actively monitor and improve the quality and safety of their care and services
- Identify risks as they emerge and proactively addressed new and known risks.
- Commitment to partnering with clients to facilitate effective engagement and participation.

This position description contains the key roles and responsibilities and associated performance indicators for this position. The above list is not intended to be complete. Other tasks may be assigned from time to time to meet the needs of the organisation. Specific actions and objectives of this role will be outlined through the goal setting and review process.

DPV Health Requirements

- Current Victorian Drivers Licence
- Disability Worker Exclusion Check
- Travel between sites is required
- Occasional after hours and weekend work may be required
- Valid Working With Children Check
- Satisfactory Policy Check

Authority

The occupant of this position has authority as per the delegation manual.

Key Selection Criteria

Qualifications

Mandatory

- At least 2 years' experience in a supervisory role, preferably in health or property services.
- Comprehensive understanding of key Australian Standards and other relevant standards associated with the health industry or property services.
- Excellent interpersonal, communication and customer service skills.
- Excellent problem solving skills, time management skills and the ability to prioritise multiple tasks,
- Sound computing skills, including Microsoft Suite and maintenance management systems.
- Demonstrated planning, organising and prioritisation skills.
- Ability to work under pressure, remain calm, and work and motivate people through ambiguity and the stages of change.

Desirable

- Trade or tertiary qualified, preferably in an electrical, mechanical or property services discipline.

Experience & Skills

In order to succeed in this position, it is expected that you will have:

- As a healthcare provider our customers place their trust in us. You, appreciate a culture of risk management and mitigation. You are committed to maintaining high standards and quality of work and ethics. You are motivated to do what is right legally and morally.

Leading a team

- Experience in a supervisory/management role.
- Ability to collaboratively lead a team to success and agreed timelines.
- Provide clear direction and support. Manages time, resources, tasks and competing priorities
- A genuine interest in all people, customer and colleagues.
- Interact with empathy and responsiveness and towards common goals. Positive outlook.
- Creates a culture and team environment where people are motivated to be their best and help the organisation achieve.
- Encourages direct reports to speak up and provide solutions when process are not working.
- Ability to set measurable objectives. Plans projects and activities well in advance and effectively manage timelines, resources, and costs to execute.

Leading Change and innovation

- Ability to work under pressure, remain calm, and work and motivate people through ambiguity and the stages of change.

- Creates a culture where change is normalised and appreciated.
- Creates new and better ways for the organisation to be successful.
- Not content with the status quo and see barriers as opportunities for innovation.
- An ability to lead and participate in change.
- Demonstrated ability to drive innovation.
- Uses initiative in identifying continuous quality improvement opportunities.

Customer Focussed

- Ability to deliver results and meet and exceed your customer expectations.
- Excellent at developing, establishing and sustaining interpersonal relationships.
- Builds customer relationships and builds a culture where best for the customer guides decision making.
- Ability to understand the customer needs and delivery the required service.
- Demonstrated responsiveness to customer needs and wants. (Internal and external).

Quality and Commercial Focus / Planning and being organised

- Analyse and present complex information in an easily understood and accessible format.
- Knowing the most effective and efficient processes to get things done. Speaking up and making suggestions when things can be done better for the customer.
- Ability to understand the customer needs and deliver the required service considering available resources.
- Success in developing ideas for achieving economies of scale.
- Demonstrated experience managing large scale projects and planning timelines, activities, resources and costs.
- Knowledge and application of risk management and compliance with building and fleet regulations, standards, and codes of practice requirements.
- Understand the challenges and complexity of providing consistently high-quality support through a culture of safety, transparency, accountability, teamwork and collaboration.

Communication and an Interpersonal Approach

- Excellent written and verbal communication skills.
- Ability to communicate effectively with contractors, sub-contractors and trades to convey DPV Health expectations.
- Sensitivity to issues related to the provision of services in a community of high cultural diversity.
- Communicates with a diverse range of audiences in an informative, engaging and persuasive manner.
- You can be tactful and insightful.
- Utilises interpersonal skills and tools to establish constructive rapport with customers from a variety of cultures, religions and socio economic circumstances.

Employee Acknowledgement

I, _____, acknowledge I have read and understood this position descriptions and the requirements of my role.

Signature _____ Date _____