

Property & Facilities Manager

December 2024

TEAM Property & Facilities	REPORTS TO Chief Financial Officer (CFO)
EMPLOYMENT TYPE Full time - permanent	DIRECT REPORTS Facilities Support Officer
LOCATION Primary location: Newborough (other sites as required, working flexibly as per our Hybrid Working Policy)	KEY CONTACT Hannah Vincent, CFO

WHO IS LATROBE?

At Latrobe, our people are at the heart of what we do. We are committed to creating an environment where diversity is celebrated, equity is achieved, and inclusion and belonging are prioritised and celebrated.

We're known for being the *health fund with heart* - a not-for-profit, regional private health insurer with more than 95,000 members across Australia. We support our members through the highs and lows of their health, and we give back to our community.

Our aspirational vision is to be the number one, member owned private health insurer in Australia. Our purpose is supported by 5 key values:

<i>We display trust and respect always</i>	<i>We focus on shared results</i>	<i>We engage & empower</i>	<i>We are accountable</i>	<i>We create a positive work environment</i>
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POSITION OBJECTIVE

The Property & Facilities Manager provides strategic leadership and operational management to all of Latrobe and Maryvale Private Hospital's (the Group) facilities functions, ensuring the portfolio is maintained at an optimum level contributing towards a strong and sustainable core.

The position is responsible for overseeing the management and operational performance of the Groups' infrastructure. This involves ensuring that assets are efficiently maintained, compliant with regulations, and optimised for safety and functionality. Key responsibilities include management of strategic asset management plans, compliance with regulatory requirements, delivery of capital works projects, managing operational and capital budgets, supporting achievement of the ESG goals, and leading teams to ensure effective facilities service delivery. The position requires strong leadership and project management skills and the ability to implement best practices in facilities management.

REQUIREMENTS OF THE POSITION

Key duties and responsibilities

- Planning and management of quality cost-effective maintenance and facilities services, with a focus on long-term sustainability and environmental, social and governance (ESG).
- Ensuring infrastructure assets are maintained in good repair, and serviced in accordance with the statutory requirements, whilst maintaining the highest level of safety.
- Lead the development and implementation of an asset management program inclusive of administrative, financial, capital and operational aspects of the portfolio.
- Provide high level strategic advice on current and emerging legislative and industry-wide facilities related issues.
- Lead the Groups' development of ESG goals as they relate to its facilities, including undertaking sustainability assessment, identifying and implementing opportunities for improvement in practices and continuous monitoring and reporting.
- Prepare proposals for capital expenditure to inform budget development and enable effective decision making by senior management.
- Lead, develop and effectively coach a team or work within a project management environment, providing specialist services and expert advice to deliver business strategies.
- Provide expert knowledge and strategic advice to support informed decision making by senior management and/or the Groups' Board of Directors.
- Leverage innovation and technology solutions to support continuous improvement in the management of facilities functions.
- Oversee the development and implementation of policies and procedures, in consultation with key stakeholders that supports understanding and adherence across the Group.
- Work collaboratively with internal teams to meet Occupational Health and Safety (OH&S) obligations.
- Oversee the delivery of First Aid Officer and Fire Warden activities across the Group.
- Provide leadership and proactively engage in team and whole staff activities to continually develop a practical understanding of overall business strategies and programs of work to support achievement of goals.
- Support the delivery of performance appraisals for staff within the Property & Facilities team and develop growth and achievement (G&A) plans that support individuals in their ongoing development aligned with Latrobe's objectives.

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 across the business to support inter-departmental collaboration.

Position Description



- Independently prioritise work to support consistent achievement of individual and team key performance indicators (KPIs); appropriately escalate issues impacting either performance and/or the business; and demonstrate a flexible, adaptable, mobile and energised (FAME) mindset.
- Be a capable leader and highly effective team member with energy, enthusiasm and creativity - can work autonomously and part of a team.

Accountability and extent of authority

- Ensure compliance with the Private Health Insurance Code of Conduct and applicable procedures are always maintained.
- Maintain knowledge of Latrobe's policies, processes and procedures and ensure all advice provided and processes undertaken are in accordance with the Private Health Insurance Act and Rules, the Private Health Insurance Code of Conduct, other relevant legislation, Latrobe's fund rules and current policies
- 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.

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.
- Make decisions consistent with Latrobe's operational delegations and delegate or escalate matters appropriately.

Experience skills and knowledge

- Proven Facilities Management experience, including leadership of a small functional team.
- Demonstrated experience in development and implementation of asset management plans and maintenance programs, contractor management and delivery of operational and capital budgets.
- Project Management experience and/or qualifications.
- Highly effective leader able to operate at a strategic level across multiple areas and engage with various internal and external stakeholders.
- Detailed knowledge of legislative, regulatory and standard compliance requirements as they relate to building management.
- Ability to diagnose, evaluate and resolve complex situations including the use of initiative to manage issues and drive outcomes with a focus on continuous improvement.
- Strong leadership, interpersonal and relationship management skills with a passion for innovation, promoting change and customer service (internal and external) and an ability to:

Position Description



- assess performance, coach and set clear expectations and measures at team and individual staff level
 - gain trust and confidence through effective communication
 - plan and prioritise the work of self and others
 - manage priorities and competing demands with varying timeframes to meet deadlines and maintain high quality standards.
- Demonstrated ability to review and improve the design and implementation effectiveness of processes, procedures and policies aligned to strategic objectives.
 - Strong communication and engagement skills to influence and drive continual improvement and mutually beneficial outcomes with internal and external stakeholders.
 - Ability to positively respond and adapt to changes that impact the business environment.

Mandatory checks

- An Australian Police check will be conducted for all new employees to Latrobe Health Services prior to commencing in a role.
- 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