

POSITION DESCRIPTION



OPERATIONS AND OH&S OFFICER

Finance and Organisational Processes

About Jesuit Social Services

Jesuit Social Services is a social change organisation working to build a just society where all people can live to their full potential. We do and we influence. We accompany people and communities to foster and regenerate the web of relationships that sustain us all – across people, place and planet; and we work to change policies, practices, ideas and values that perpetuate inequality, prejudice and exclusion.

Our Vision

Building a Just Society

Our Mission

Standing in solidarity with those in need, expressing a faith that promotes justice.

Our Values

- Welcoming – forming strong, faithful relationships
- Discerning – being reflective and strategic in all we do
- Courageous – standing up boldly to effect change

Our Purpose

We work to build a just society where all people can live to their full potential – by partnering with community to support those most in need and working to change policies, practices, ideas and values that perpetuate inequality, prejudice and exclusion.

Position details

POSITION TITLE:	Operations and OH&S Officer
PROGRAM:	Finance and Organisational Processes
LOCATION:	Inner City Metropolitan Melbourne
REPORTING RELATIONSHIPS:	This position reports directly to the Operations Manager
EFFECTIVE DATE:	July 2025

Position Purpose

- To provide day-to-day support to the Operations Manager.
- To provide support with the organisational property strategy including planning, capital works and site/staff relocations.
- To provide efficient and effective services to all areas of the organisation in accordance with organisational policies with a high level of customer service to all internal and external stakeholders.
- In conjunction with the Operations Manager, ensure the organisation's compliance with all relevant OH&S and WHS legislation.

Program Purpose

Central Office

Jesuit Social Services engages with people from diverse backgrounds experiencing complex problems, including those associated with mental illness, substance misuse, family breakdown, offending behaviour, homelessness, unemployment, poverty and social exclusion.

Jesuit Social Services operates a range of programs for disadvantaged young people, families and communities from various operational sites.

Finance and Organisational Processes

The Finance and Organisational Processes team is responsible for financial administration, human resources, operations, quality, risk and compliance, ICT and payroll of Jesuit Social Services and is located at Central Office in Richmond.

Duties of the position

- Property
 - Assist with the establishment of new work sites, including sourcing, lease negotiation and design.
 - Provide assistance to projects and office/staff relocations; manage internal fit outs, refits and renovations of sites including planning permission and building permit processes as required.
 - Assist with record keeping of all capital works.
- Facilities Management
 - Coordinate scheduled and reactionary maintenance across all sites balancing operational needs with budgetary constraints, and liaise with trades/contractors to ensure timely and cost-effective rectification of issues.
 - Support the Operations Manager to manage an up to date register of approved contractors, ensuring their compliance with relevant organisational policies.
 - Coordinate with the Operations Manager to manage the acquisition and disposal of all facilities assets, including keeping the asset register up to date, conducting regular Asset stock takes at all locations and reporting discrepancies.
 - In collaboration with the Operations Manager and Program Managers, ensure that all assets are appropriately maintained and in good working order.
 - Provide assistance to coordinate the contracted cleaning requirements of all sites.

- Coordinate thorough Asset stock takes at all Victorian locations. Report discrepancies and update Asset Register as required.
- Coordinate annual testing and tagging and maintenance of fire equipment.
- Assist with management of newly installed E-access system including creation of user registers, manuals and other documentation.
- Fleet Management
 - Assist in maintaining detailed register of Fleet including details of lease costs, lease agreements and program coding.
 - Coordinate the allocation, cancellation and cost coding of Shell Cards and E-Tags.
 - Process all motor vehicle insurance claims, infringement notices, vehicle registration and parking permits.
- Insurance
 - Assist in managing the annual renewal of all policies ensuring timely and accurate reporting of all necessary organisational data to insuring companies.
 - Provide aid in the annual renewal of all policies ensuring timely and accurate reporting of all necessary organisational data to insuring companies.
 - Ensure copies of all Certificates of Currency are up to date and available on Gemba.
 - Respond to all requests for Certificates of Currency noting specific “Interested Parties”.
 - Provide administration support for all insurance matters within the organisation including lodging and monitoring insurance claims.
- OH&S
 - Undertake the roles of:
 - Organisational Occupational Health and Safety coordinator.
 - Chair, OH&S Committee.
 - Central Office Occupational Health and Safety Officer/ Representative
 - Central Office Chief Warden.
 - Undertake regular OH&S reviews across the organisation including annual inspections and audits of all sites.
 - Ensure staff OH&S/WHS, First Aid Officers and (Chief) Fire Wardens qualifications are up to date and arrange training as required.
 - Support the review and management of O/WHS policies, ensuring accurate data reporting to the Committees and Board.
- Administration/ Operations
 - Chair quarterly Admin meetings with all Administration officers across the organisation.
 - Assist, and fill in for, Central Office Reception as required.
 - Other duties as required.

Key Selection Criteria

1. Demonstrated experience/involvement in facilities management across multiple sites.
2. Experience working across multiple property projects including planning, sourcing and relocation.
3. Knowledge of Occupational Health and Safety and Workplace Health and Safety legislation.
4. A basic knowledge of, and common-sense approach to, a range of maintenance issues.
5. Strong organisational skills with the ability to set priorities and manage multiple deadlines while maintaining an exacting attention to detail.
6. Ability to manage small projects, take responsibility for tasks and see them through to completion.

Key Performance Indicators

- Effective team participation in property and operational projects.
- Operational maintenance and fleet requests managed promptly, effectively, and in accordance with organisational policy.
- Work/ Occupational Health and Safety standards are maintained in accordance with statutory requirements.
- Asset stocktakes and W/OHS audits conducted within the appropriate timeframes and to a high level of detail.
- High level of customer service provided to all internal and external stakeholders.

Key responsibilities of Jesuit Social Services Employees

Service delivery/ Practice Framework

- Engage and build positive and constructive relationships with internal and external stakeholders.
- Deliver services consistent with shared services guidelines, relevant legislation and funding agreements.
- Communicate clearly with others.
- Manage competing priorities in a high-volume work environment.
- Fulfil the reporting and administrative requirements associated with the position.
- Other duties as required.

Team work and supervision

- Work effectively as part of a team, contributing to group outputs.
- Actively participate in regular supervision with the line manager, staff meetings and professional development opportunities.

Continuous Improvement and Professional Standards

- Demonstrate a commitment to own learning and development.
- Commitment to risk management and continuous quality improvement processes.
- Compliance with relevant legislation, Code of Conduct, policies and procedures of Jesuit Social Services.

Diversity, inclusion and culture

- Demonstrate respect and acceptance of diversity at all times and provide culturally appropriate support to all including Aboriginal and Torres Strait Islander peoples and those who identify as LGBTQIA+.
- Interact with staff, participants and other stakeholders in a manner that is inclusive, respectful and non-discriminatory.

Mandatory Position Requirements

- Current National and International (where required) Police Check.
- Current Employee Working with Children Check.
- Valid and current Australian Drivers License.
- Proof of eligibility to work in Australia.

Safeguarding Children and Young People

Jesuit Social Services takes child protection seriously, we undertake a range of checks and processes to ensure safeguarding of children, and you are required to meet the behavior standard outlined in our Code of Conduct.

Conditions of Employment

Conditions of employment are in accordance with the current Jesuit Social Services Collective Agreement and Jesuit Social Services Policy & Procedures, including the Code of Conduct.

Employee Acknowledgement

I, _____ (please print name) acknowledge that I have read and understood the contents of this position description.

Employee Signature

Date: _____

Position Description Approved by:
ED Finance and Organisational
Processes

Position Description Review Date: June
2027

