

## FACILITIES AND OPERATIONS OFFICER

### Business Support Services

#### 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: Facilities and Operations Officer

PROGRAM: Finance and Organisational Processes

LOCATION: Richmond

REPORTING RELATIONSHIPS: This position reports directly to the Operations Manager

EFFECTIVE DATE: December 2025

## Position Purpose

- To provide day-to-day support to the Operations Manager.
- 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, operations, risk and compliance and ICT 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 review and negotiations.
  - Provide project management assistance to set up, change or relocate offices.
  - Assist with record keeping of all capital works projects.
- 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
- 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.
  - Ensure copies of all Certificates of Currency are up to date and available on the central register.
  - 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:
    - Occupational Health and Safety coordinator.
    - Chair, OH&S Committee.
    - Central Office Occupational Health and Safety Officer/Representative
    - Central Office Deputy Fire Warden.
  - Undertake regular OH&S reviews across the organisation including annual inspections and audits of all sites.
  - Ensure staff OH&S or WHS 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 Board. Coordinate training for First Aid Officers and (Chief) Fire Wardens across the organisation.
  - Coordinate annual testing and tagging and maintenance of fire equipment
- Administration/ Operations
  - Update register of ‘Preferred Suppliers’ and assure contractor compliance with Jesuit Social Services policy
  - Assist with management of newly installed E-access system including creation of user registers, manuals and other documentation
  - Chair quarterly Admin meetings with all Administration officers across the organisation
  - Assist, and fill in for, Central Office Reception as required

## Key Selection Criteria

1. Experience in facilities, property or operations activities within a multi-site organisation
2. Training in Occupational Health and Safety or Workplace Health and Safety legislation
3. A basic understanding of common maintenance issues, including the rectification process
4. Strong organisational skills with the ability to set priorities and manage multiple deadlines while maintaining an exacting attention to detail
5. Experience in managing small property projects, from commencement to completion

## Key Performance Indicators

- 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
- Fleet register maintained accurately
- 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 Licence
- 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:**  
**December 2026**

