



# ROLE STATEMENT

<b>THE POSITION:</b>		<b>FACILITIES COORDINATOR</b>
<b>POSITION NUMBER/CLASSIFICATION:</b>	0322 / VPS 3.1	
<b>REPORTS TO:</b>	Manager Facilities	
<b>WORK UNIT:</b>	<b>Assets, Facilities and Information Services</b>	
<b>ORGANISATION:</b>	National Gallery of Victoria	
<b>LOCATION:</b>	NGV International, 180 St Kilda Road, Melbourne and the Ian Potter Centre: NGV Australia, Federation Square, Melbourne	
<b>DATE OF REVIEW</b>	September 2016	
<b>VISION</b>	Creating an inspiring future: enriching our understanding of art and life.	
<b>PRIMARY FOCUS OF THE POSITION:</b>	<p>Deliver the day-to-day operational facilities services at the National Gallery of Victoria (NGV). Incumbents will be expected to rotate through the two NGV sites, NGV International and the Ian Potter Centre: NGV Australia.</p> <p>This role is full time and is offered on a whole of job rostered basis that includes weekends, public holidays and on-call nights.</p>	
<b>1. ACCOUNTABILITIES (DUTIES):</b>	<p>In fulfilling the primary focus of the position the incumbent will typically:</p> <ol style="list-style-type: none"> <li>1. Support the Senior Facilities Coordinator and Facilities Manager to deliver departmental and organisational strategic goals and aims.</li> <li>2. Coordinate and deliver high quality facilities operations services in response to Helpdesk and other requests, from staff and in accordance with maintenance schedules.</li> <li>3. Liaise and work with staff across all Gallery teams to deliver effective and efficient services, including operational support for exhibitions, programs, functions and events.</li> <li>4. Liaise and work with service contractors, including security, cleaning, catering and maintenance staff, and provide regular performance feedback to the Senior Facilities Coordinator and Facilities Manager.</li> <li>5. Perform the role of Chief Warden (Emergency Controller) or Deputy Chief Warden as required.</li> <li>6. Conduct safety, asset condition, and maintenance inspections and audits as required.</li> <li>7. Assist in the preparation of reports and compilation of information as required, and ensure that records are created and managed according to the Records Management policy and procedures.</li> <li>8. Perform the role of Senior Facilities Coordinator at the weekend and public holidays, when rostered.</li> <li>9. Participate in collaborative cross-disciplinary project teams, as required.</li> </ol>	



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	<p>10. Participate in organisational initiatives and activities as required, including ensuring a safe and healthy environment for colleagues, visitors and stakeholders.</p>
<p><b>2. THE PERSON – KEY SELECTION CRITERIA</b></p>	<p>To achieve the purpose of the position, the following attributes are required:</p> <ol style="list-style-type: none"> <li>1. Proven experience in the delivery of facilities management services, for a medium to large size public organisation.</li> <li>2. <u>Customer Focus</u>: listens to customers, actively seeks to meet customer needs, seeks ways to improve services, and committed to delivering high quality outcomes for clients.</li> <li>3. <u>Teamwork</u>: cooperates and works well with others in the pursuit of team goals, collaborates and shares information, shows consideration, concern and respects for others' feelings and ideas, accommodates and works well with the different working styles of others, and encourages resolution of conflict within a group.</li> <li>4. <u>Interpersonal Skills</u>: sees things from another's point of view and confirms understanding, expresses own views in a constructive and diplomatic way, and reflects on how own emotions impact on others.</li> <li>5. <u>Stakeholder Management</u>: liaises with contractors, responds to clients' needs, keeps the client or stakeholder up to date with issues and developments, promptly follows through on enquiries, requests and complaints, and takes responsibility for correcting problems promptly and without becoming defensive.</li> <li>6. <u>Organisation and Planning</u>: regularly plans and tracks progress on work tasks, takes an organised, methodical approach to work, and addresses priority tasks first.</li> <li>7. <u>Advanced Computer Skills</u>: uses a wide range of software application features. Experience with facilities and asset management systems will be an advantage.</li> </ol>
<p><b>3. OTHER RELEVANT SKILLS, KNOWLEDGE AND EXPERIENCE</b></p>	<ul style="list-style-type: none"> <li>• Possession or willingness to obtain minimum Level 2 Advanced (HLTAID004) First Aid certification.</li> <li>• Possession or willingness to obtain Chief Warden (Emergency Controller) certification.</li> <li>• Successful applicant must be physically fit as position may involve lifting.</li> </ul>
<p><b>4. KEY RELATIONSHIPS</b></p>	<p>Build and maintain effective working relationships across the NGV and with key stakeholders including service contractors.</p>
<p><b>5. OTHER RELEVANT INFORMATION</b></p>	<ul style="list-style-type: none"> <li>• The National Gallery of Victoria is an Equal Opportunity Employer and operates a smoke free work environment.</li> <li>• Hours of duty will be according to work unit requirements.</li> <li>• All employees of the National Gallery of Victoria are required to undergo security clearances performed by Australian Federal Police, and are required to undergo Human Resources and Risk, Safety, Security &amp; Environment Inductions.</li> </ul>



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	<ul style="list-style-type: none"><li>• It is the employee’s responsibility to familiarise themselves with, understand and adhere to NGV’s Policies and Procedures as varied from time to time.</li><li>• The NGV requires all employees to have an understanding of its Risk Management Framework.</li><li>• Conditions of employment are pursuant to the NGV’s Enterprise Agreement.</li><li>• All new appointments are subject to a three month probationary period which may be subject to review.</li></ul>
<b>6. ABOUT THE ROLE STATEMENT</b>	As the National Gallery of Victoria evolves to meet the changing needs of the Victorian Public, so will the roles required of its entire staff. As such, staff should be aware that this document is not intended to represent the role in which the occupant will perform in perpetuity. This role statement is intended to provide an overall view of the incumbent’s role as at the date of this statement. In addition to this document, the specifics of the incumbent’s role will be described in local area work and project plans, and in performance plans developed by the incumbent and relevant supervisor as part of the National Gallery of Victoria’s performance management process.
<b>7. EMPLOYEE ACCEPTANCE</b>	Signature: _____ Name: _____ Date: _____
<b>8. MANAGER AUTHORISATION</b>	Signature: _____ Name: _____ Date: _____