

Position title:	Property Operations Coordinator	Reports to:	Manager, Assets and Procurement
Program / Department:	Property, Fleet & Procurement	Primary work location/s:	Wayville
Direct reports:	Property Officer	Key stakeholders:	Manager and team, Assets and Procurement, BCSA Pathways Managers & teams, SA Government Housing Authority, Private and Not for Profit Housing Entities, Service Providers and Local Community Stakeholders
Award:	SCHADS	Classification:	Level 4

Who we are.

Baptist Care SA provides out of home care, disability care, youth education and employment, homelessness, and therapeutic support services. Established in 1913 we have a dedicated staff and volunteers who work tirelessly to help South Australians achieve their full potential. Baptist Care SA is committed to working with the State's most disadvantaged, championing local issues and connecting with people to provide transition pathways from adversity to opportunity.

Our values

<p>Integrity</p> <p>Ensuring personal and corporate transparency and the highest ethical standards.</p>	<p>Compassion</p> <p>Treating people and communities with empathy, dignity and fairness.</p>	<p>Empowerment</p> <p>Releasing individual strengths that promote personal and community transformation.</p>	<p>Innovation</p> <p>Fostering a culture of continuous improvement, staff engagement and improved client outcomes.</p>
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About the role

Baptist Care SA's Property, Fleet & Procurement team assist in enabling our programs to deliver services across a wide range of Community Services programs by providing and maintaining company assets such as property and fleet as well as offering effective procurement solutions.

The Property Operations Coordinator is responsible for coordination of ongoing property operations and long term planning and to provide a high level of customer service to Baptist Care SA's internal and external customers.

Role responsibilities

Residential and Commercial Property

- Undertake long term planning for property services within departmental systems as directed by the Manager A&P.
- Undertake property tasks assigned by the Property and Fleet incident and request management system in accordance with service level standards set by the Manager, A&P.
- Provide operational property services for owned and leased residential and commercial properties except for owned and residential lease maintenance services provided by the Property Maintenance Coordinator.
- Allocation of work plans and supervision of the Property Officer, including timesheet approvals, to achieve productivity levels as set by the Manager, A&P to optimise performance.
- Assist the Manager, A&P to provide safe, accessible, and appropriate work venues.
- In conjunction with the Manager, A&P, assist with the ongoing lease management of residential and commercial leases and owned property including Housing providers properties.
- Select suitable properties to lease for approval by the Manager, A&P.
- Undertake all property lease re-negotiations in a timely fashion and assist the Manager, A&P with all new lease negotiations.
- Ensure all lease obligations are met and contracts terminated as appropriate.
- Facilitate property setup and exit activities such as utility connections, residential bonds, and other property related set up/ exit are completed.
- Ensure all Baptist Care SA properties are well presented and ensuring periodic reviews are being conducted.
- Ensure all commercial lease property maintenance activity is performed by the lessor and manage all commercial property maintenance issues.
- Liaise with property managers/landlords and maintenance personnel regarding property related matters and resolve issues in a timely fashion to minimise disruption to Baptist Care SA service delivery.
- Ensure licensing set up activities that relates to safety compliance.
- Liaise with Baptist Care SA's site and departmental managers regarding all program property related issues and requirements.
- Lead and participate in risk assessments for property requirements for clients and staff.
- Assist the Manager, A&P with the development, implementation, and management of the annual property and maintenance operational and capital budgets.
- Assist with other related duties as requested by the Manager A&P.

Project Administration

- Provide project administration assistance to the Manager, A&P including project documentation set up.
- Attend site project meetings where required.

- Assist with the monitoring of onsite project construction/building activities. File and manage project documentation.
- Assist with project closeout administration.
- Assist with other related duties as requested by the Manager, A&P.

People Management

- Ensure all property staff are appropriately trained, equipped, and empowered to provide high quality service and work-output.
- Foster and maintain a workplace culture which attracts and retains skilled, experienced and values aligned staff.
- Be a role model for effective and positive leadership which is ethical, results driven and future oriented.
- Provide ongoing feedback, mentoring, advice, and coaching to direct reports, supporting skill development, continuous improvement, and increased competencies through an effective performance management framework.
- Oversee delegated HR responsibilities in conjunction with the P&C business partner for direct reports including training and development, performance management, annual performance reviews.

Quality and continuous improvement

- You will contribute to the ongoing review and evaluation of service delivery to ensure the continuous improvement of our services, enhancement of our client wellbeing, independence, and choice.
- You will comply with relevant legislation.
- You will contribute to the review and continuous improvement of our internal systems for quality assurance, reporting and monitoring.
- You will ensure business and operational risks are identified and appropriately monitored and/or mitigated.
- Ensure all activity is appropriately documented within Baptist Care SA systems and maintain procedures for activities undertaken by the property team.

Work Health and Safety

Baptist Care SA is committed to the health, safety and wellbeing of our employees, volunteers, contractors, clients, and other people within our workplaces. As a Baptist Care SA team member, you must:

- Take reasonable care for your own and others' health and safety within the workplace.
- Take reasonable care that your actions or omissions do not adversely affect the health and safety of yourself or others.
- Cooperate with any reasonable directions, policies and/or procedures relating to health and safety in the workplace.
- Report all injuries, illness, near misses or hazards as per Baptist Care SA's policies and procedures; and
- Participate in relevant health and safety training, and risk management initiatives based on position and responsibilities.

Know and apply Baptist Care SA policies and work directives

- Align with the Baptist Care SA strategic intent and values, including the strategic plan.
- Model and foster behaviours aligned with the Code of Conduct.
- Work harmoniously with Baptist Care employees, volunteers, and other stakeholders.

About you

The qualifications you bring

- Relevant South Australian Real Estate Property & Sales Manager licence is preferred or willingness to obtain.
- At least 2 years' experience or formal qualifications in coordinating leases and/or facilities.
- Tertiary qualification in Business Administration is preferable.

The experience you bring

- At least 2 years' experience coordinating contracts, licenses, leases & disposal.
- Experience working with relevant property and facilities legislation.
- Minimum of three years' experience in an administrative and supervisory role.

The competencies (knowledge, skills, and behaviours) you bring

- Relevant training or equivalent industry workplace experience.
- Relevant experience in operational management related matters
- Excellent written and interpersonal communication skills and ability.
- Strong time and organisational management skills.
- Ability to work independently with minimal supervision.
- Sound level of computer literacy.

Other specific employment requirements

- A valid full South Australia driver's license (C Class).
- A current and valid DHS: Child-Related Employment Screening/WWCC
- Training - Child Safe Environments (as applicable)
- Ability to work outside of normal office hours maybe required from time to time .
- Travel within South Australia would be required.
- A valid NDIS Worker Screening Check.
- A current and valid National Police Clearance.

Desired Requirements

- Promote good relations and practices towards different minority groups that support equality, diversity, and inclusion.
- Previous experience in public speaking/group management.
- Previous experience in a faith based, community services environment.
- Aboriginal and Torres Strait Islander peoples are encouraged to apply.

Your confirmation of acceptance:

By signing below, I accept that I have read and understood this position description and that I agree I am able to undertake all aspects of this role.

Employee signature: _____ Date: _____

Employee name: _____

Monitoring, evaluation, and review

Status:	Approved	Control:	People and Culture
Approved by:	P&C Business Partner	Version:	1
Effective date:	May 2024	Review date:	May 2025