

|   |   |
|---|---|
| <b>Position title</b>                   | Asset Coordinator                             |
| <b>Employee name</b>                    |   |
| <b>Department/Service</b>               | Business and Finance                          |
| <b>Location</b>                         | Thurgoona                                     |
| <b>Position reports to</b>              | Chief Financial Officer                       |
| <b>Positions reporting to this role</b> | N/A   |
| <b>Financial delegation</b>             | As per Board Delegations and Authority Policy |
| <b>Budget accountability</b>            | As per Board Delegations and Authority Policy |
| <b>Employment basis</b>                 | Full Time                                     |

|  |
|--|
| <b>Work Environment (e.g., Office based, Residential based, Community based)</b>   |
| This role is primarily based at Mercy Connect’s Corporate Office in Thurgoona. Some travel may be required to various Mercy Connect sites and locations. |

|                             |  |
|-----------------------------|--|
| <b>Mercy Connect Values</b> |  |
| Compassion                  | Supporting and listening with kindness and understanding |
| Hospitality                 | Welcoming each other with openness and a smile           |
| Respect                     | Accepting and treating each other with integrity         |
| Innovation                  | Seeing opportunities and creating new solutions          |
| Teamwork                    | Working together with a shared view of success           |
| Accountability              | Choosing courage and taking ownership of our actions     |

|   |  |
|---|--|
| <b>Role Purpose</b>                     | Reporting to the Chief Financial Officer and working closely with the Asset and Maintenance Team, the Asset Coordinator is primarily responsible for assisting the delivery of best of breed asset management and maintenance to all Mercy Connect homes, buildings and other assets. With an emphasis on continuous improvement, the role supports Mercy Connect’s operational and capital plans, including major / minor capital works projects. |
| <b>Key Selection Criteria Essential</b> | <ul style="list-style-type: none"> <li>• Demonstrated exceptional organisational and time management skills</li> <li>• Ability to work independently and as part of a team</li> </ul>  |

|  |  |
|--|--|
|  | <ul style="list-style-type: none"> <li>• Sound computer and literacy skills</li> <li>• Knowledge of the building and or related service industry and/or asset management is desirable</li> <li>• High level communication skills and an ability to work with key stakeholder both internally and external to the organisation</li> </ul> |
| <b>Experience and qualifications</b>   | <ul style="list-style-type: none"> <li>• Contemporary experience in asset, property and facilities management of a similar sized organization</li> <li>• Relevant experience in Microsoft Office Suite and other asset/maintenance type software</li> </ul>  |
| <b>Other requirements of the role.</b> | <ul style="list-style-type: none"> <li>• Some out of normal office hours work may be required.</li> <li>• Current valid drivers' licence</li> <li>• NDIS Worker Screening Check</li> <li>• WWCC</li> <li>• NDIS Worker Orientation Module</li> <li>• Completion of other mandatory internal training.</li> </ul>                         |

**Role Priorities**

|  |  |
|--|--|
| <b>Role Priority 1:</b>  | Enhance stakeholder satisfaction by supporting the Asset Team to develop and implement effective and sustainable asset management systems and practices.   |
| <b>Behavioural Guidelines</b>  | <b>Evidence (KPI)</b>  |
| Proactively contribute to the development, implementation and maintenance of an Asset Register which meets the needs of all stakeholders.                      | <ul style="list-style-type: none"> <li>• Asset register is implemented within agreed timeframes and maintained.</li> <li>• Inspections and maintenance are completed in accordance with agreed schedule</li> </ul>   |
| Assist the Asset Team to maximise the performance of FM Clarity and user experience which will improve stakeholder engagement with the system and process.     | <ul style="list-style-type: none"> <li>• Compliance profiles for each property within FM Clarity are accurate and current.</li> <li>• Property floorplans are uploaded into FM Clarity as required.</li> <li>• FM Clarity instruction templates are installed in each location.</li> </ul>   |
| Support teams to complete property audits and with the Asset, Operations and Finance teams, subsequently develop capital works and small maintenance requests. | <ul style="list-style-type: none"> <li>• Property audits are completed using appropriate systems at the start of each calendar year.</li> <li>• Ensure quality assurance standards are met</li> <li>• Ongoing improvement of systems and processes</li> <li>• Best practice maintained for Contractor Management</li> <li>• Compliance with Fire Safety Regulations</li> </ul> |
| Assist with the management of Mercy Connect's Motor Vehicle Fleet.   | <ul style="list-style-type: none"> <li>• Assist with the preparation of vehicle purchase and disposal.</li> <li>• Support best process efficiencies from front end user, booking, maintenance, repairs and fuel management.</li> </ul>   |

|  |   |
|--|---|
|  | <ul style="list-style-type: none"> <li>• Coordination of vehicle deliveries and distribution of vehicle instructions</li> </ul> |
|--|---|

|                         |   |
|-------------------------|---|
| <b>Role Priority 2:</b> | Ensure Mercy Connect assets are safe, professionally managed and maintained supporting the delivery of operational and capital works. |
|-------------------------|---|

| Behavioural Guidelines   | Evidence (KPI)  |
|--|---|
| Improve responsive times by ensuring supplier information in FM Clarity is accurate and current.   | <ul style="list-style-type: none"> <li>• Supplier information in FM Clarity (Contractor Management System) is reviewed annually and is accurate and current.</li> <li>• Contractor inductions completed prior to commencement of work on any Mercy Connect property.</li> <li>• Refresher training and/or contractor information sessions are completed as required.</li> </ul> |
| Coordinate all work orders generated through FM Clarity to ensure work is conducted within agreed standards and timeframes.  | <ul style="list-style-type: none"> <li>• Work orders are processed in accordance with relevant policies and procedures.</li> <li>• Supplier invoices are attached to work orders and processed for payment.</li> </ul>  |
| Provide administrative support throughout the project frameworks lifecycle and implement process, procedures, and templates for minor and major projects, including property upgrades. | <ul style="list-style-type: none"> <li>• Standard project documentation templates are updated and distributed.</li> <li>• Stakeholders informed of capital works status.</li> <li>• Project schedules are updated</li> <li>• Distribution of project documentation to contractors</li> <li>• Project status reports are completed within agreed timeframes.</li> </ul>          |
| Asset security and protection is appropriately managed.  | <ul style="list-style-type: none"> <li>• Collaborate with Digital Team to ensure stable asset security measures are in place.</li> <li>• Ensure access to footage, data and evidence is readily available upon request</li> </ul>   |

|                         |  |
|-------------------------|--|
| <b>Role Priority 3:</b> | Develop positive relationships with all stakeholders to improve understanding of and engagement with asset maintenance and project requirements. |
|-------------------------|--|

| Behavioural Guidelines   | Evidence (KPI)  |
|--|---|
| Build positive relationships with Mercy Connect staff to foster reporting compliance.  | <ul style="list-style-type: none"> <li>• Positive relationships with Mercy Connect staff resulting in increased awareness of maintenance reporting requirements</li> </ul>                    |
| Contribute to the effectiveness of the Asset Management team by providing advice, assistance and support of key department processes and activities. | <ul style="list-style-type: none"> <li>• Positive feedback received from internal and external stakeholders.</li> <li>• Resolution and/or escalation of issues in a timely manner.</li> </ul> |
| Contribute to other tasks as directed by the Chief Financial Officer   | <ul style="list-style-type: none"> <li>• A commitment to positive collaboration and team work.</li> </ul>   |

|   |  |
|---|--|
| Ensure stakeholders are informed of any internal or external activities which may impact the organisation processes and timeframes. | <ul style="list-style-type: none"><li>• Change initiatives are communicated to all stakeholders in a clear, transparent, and timely manner</li></ul> |
|---|--|

I acknowledge that:

- Statements included in this position description are intended to reflect duties and responsibilities that I may be required to undertake and are not to be interpreted as being all inclusive
- I have read, understood and accepted the above position description and associated attachments.

**Employee signature:**

Print name:

Date:

**Line Manager:**

Print name:

Date: