

Facility Co-ordinator



GirlGuiding New Zealand

Our vision

All girls and young women in every community are inspired and empowered to turn their dreams into reality.

Our mission

We enable girls and young women to reach their full potential and make a difference in the world

Our strategic goals

- Provide an empowering adventurous journey for girls and young women to grow and lead
- Maintain a relevant, values-based and self-sustaining organisation
- Empower girls and young women to be positive agents of change in New Zealand and the world

Role overview **Facility Co-ordinator**

This is a volunteer non-uniformed role and is part of the wider network of GirlGuiding New Zealand supporters. A police check is required.

The Facility Co-ordinator is a member of the Facility Support Team and is supported by and reports to the Facility Support Co-ordinator.

Purpose of the role

The Facility Co-ordinator

1. Works with the Facility Support and Property Teams in partnership to realise the objective of providing fit for purpose property
2. Carries out the allocated day to day duties of the assigned guiding property or properties
3. Works with other Facility Support Co-ordinators to ensure:
 - Enquires are turned into bookings
 - Bookings are managed effectively
 - Buildings are kept clean and tidy
 - Facilities comply with statutory requirements
 - General operational tasks are managed
 - Buildings are safe and well maintained
 - Furniture, equipment and important items and objects are managed
4. Contributes to the financial performance of properties through the minimisation of direct costs

Term

The appointment is for an initial period of three years and may be renewed by invitation for further periods of three years.

Key Tasks & Responsibilities

1. Relationships
 - Work as an effective member of the team managing property that includes both staff and members
 - Communicate information to staff, members and users
 - Encourage and find ways to increase Guiding and non-guiding use of Guiding properties
 - Ask and listen to the needs of members as to needs and requirements of properties that support the delivery of Guiding programmes and activities

- Advocate a collaborate partnership approach for the management of property and delivery of fit for purpose property solutions
 - Work with staff and members to find better and easier ways to manage properties
 - Supports staff and members when exiting a property
2. Enquiries – where assigned
 - All enquires are responded to promptly providing the necessary information
 - Coordinate customer site inspections
 - Seek to increase income through increased use and review of hire fees
 - Encourage and find ways to increase Guiding and non-guiding use of Guiding properties
 3. Bookings – where assigned
 - Keep a diary of all bookings and ensure that hire fees are charged
 - Manage completion of booking forms and terms & conditions by users
 - Work with the Property and Finance teams regarding invoicing and bond requirements
 - Meet users on site to go through user checklists, alarms, parking, health and safety etc.
 - Manage distribution and collection of keys and alarm codes
 - Complete post use inspections (ensure users comply with terms & conditions)
 4. Housekeeping – where assigned
 - Undertake the prescribed cleaning tasks
 - Replenish toilet paper and bathroom supplies
 - Coordinate rubbish removal
 - Ensure appliances and equipment are clean and operational
 - Spot clean to remove any visible marks, dirt, webs and rubbish on any surface throughout the building
 5. Administration – where assigned
 - Manage inwards and outwards mail / email
 - Manage security alarms use, codes and respond to call outs
 - Validate any invoicing and forward to Finance team
 - Manage a purchasing card (if issued)
 - Complete health and safety checks
 - Maintain the hazard register
 - Maintain the building WOF register
 - Purchase consumables
 6. Maintenance – where assigned
 - Support staff and members in identifying maintenance needs and requirements
 - Regular maintenance checks to identify any issues
 - Action urgent repairs
 - Co-ordinate and action any maintenance tasks as instructed
 - Co-ordinate access to building by maintenance and service providers
 7. Outdoor Equipment – where assigned
 - Co-ordinate access and use for Guiding purposes
 - Maintain an inventory register
 - Co-ordinate and action any repairs and maintenance as instructed
 - Advise of any replacement requirements
 - Manage any disposals as requested
 8. Hall Management Committee Member – where assigned
 - Represent GirlGuiding NZ on a management committee for a jointly owned Scout and Guide property
 - Advocate for the needs and requirements of GirlGuiding NZ
 - Advise property staff of any issues and concerns
 - Procure information as requested

This role maintains a focus on the importance of providing suitable, fit for purpose facilities, that enables the delivery of a well-balanced, relevant girl programme, and growth in membership of the organisation.

This role is performed within GirlGuiding NZ policies, guidelines and relevant statutory requirements such as health and safety. Further details are on the GirlGuiding NZ website.

Performance measurements

- Effective contribution to the management of Guiding property
- Positive user experience
- Evidence of effective communication and contribution to a well-functioning volunteer and staff partnership
- Provision of ongoing volunteer support and assistance in the management of Guiding property
- Implementation of the key responsibilities of the role
- A cohesive, relevant and accessible approach to the management of property and property solutions, with property outcomes contributing to delivery of a quality girl programme.

Direct Reports

Nil.

Time commitment

Time commitment can vary according to criteria, deadlines and accountability requirements, including planning, initiatives, email management and meetings with users, suppliers, contractors, Unit Leaders, Local Co-ordinators, Facility Support Team and staff.

Location of Position

No fixed location. The role requires the willingness to travel from time to time to visit properties, meet with facility support staff and leaders outside the adviser's immediate area and attend meetings as required.

Person specification

Knowledge and skills

- Excellent communication skills, using a variety of channels and technologies
- Effective co-ordination, organisational and business skills
- Understanding of the day to day requirements of facility management
- Sound knowledge of the needs and requirements of property that support delivery of girl programmes
- A strong advocate for operating within a partnership model

Experience

- Experience in the key tasks associated with the day to day management of property
- Previous experience in relationship development and management
- Experience in developing and delivering solutions to problems

Personal attributes

- Passion for GirlGuiding and its values
- Support for the development and growth of girls and young women
- The flexibility to be responsive to the needs of Guiding
- Self-motivated and able to work autonomously but collaboratively within a wider team
- An inclusive style of leadership
- The integrity to respect confidentiality and act with discretion