

Duty Statement

Title of Position: Operations Manager

Type of Appointment: Full Time commencing Term 3 2024

1 Context

Established in 2001 in a picturesque setting in Caloundra on the Sunshine Coast, Pacific Lutheran College is a leading K-12 learning community that is innovative, dynamic and progressive. Firmly underpinned by the values and traditions of excellence of Lutheran Education in Australia, students have achieved outstanding success in the academic, sporting and cultural dimensions of their lives. Enrichment programs in all three areas have enabled students to explore their potential.

Pacific has established a strong academic culture, which promotes thinking, deep understandings and creativity based on the learnings of Harvard's Teaching for Understanding and Visible Thinking frameworks. The synergy of these programs with the research of positive psychology and Lutheran theology provides for a rich whole of life learning culture.

Unique experiences provided through the College's excellent outdoor education, pastoral care and personal development programs, and the opportunities provided through academic, sporting and cultural learning, support an enriching whole of life education. Active involvement in local and international community service projects broaden young people's world view and sense of efficacy.

Our staff take advantage of flexibility in physical and virtual spaces to support an increasingly personalised approach to learning for our young people. Pacific has a seamless curriculum across Kindergarten to Year 12 with teams of teachers working across the four subgroups of the College. Staff are expected to learn collaboratively to contribute to a whole school approach as they lead learning in the Foundation College (Kindergarten-Year 2), Junior College (Years 3-5), Middle College (Years 6-9) and Senior College (Years 10-12).

Salary and related conditions are in conjunction with the Lutheran Schools' Enterprise Agreement 2020.

2 Role Description

The Operations Manager provides effective leadership of the College's operations and facilities. The role is responsible for coordinating, managing and supporting the College's operations, buildings and services, grounds, cleaning, campus security, transport and events to ensure our facilities are safe and provide a welcoming environment of the highest standard. The Operations Manager provides coordination for the College's minor capital works programs, and sustainability programs including planning, budget preparation, cost tracking and identification of cost reduction initiatives and preparation of progress reports to the leadership and the College Council Property Committee.

With a strong understanding of Work Place Health and Safety and duty of care requirements, the position is responsible for leading the grounds and maintenance team, contractor management and transport management.

As a leading staff member within a Christian school, the Operations Manager will be expected to support and contribute to the growth of a strong Christian faith learning community through personal example and professional leadership.

The Operations Manager will work in conjunction with HR and Compliance Officer and will be responsible for work place health and safety, compliance and staff leadership and development in their areas of responsibility.

While having a more administrative role the Operations Manager is also expected to be hands on and working directly alongside grounds and maintenance staff in completing tasks when required.

The Operations Manager is directly responsible to the Business Manager.

Roles and duties may be adjusted through negotiation in response to the changing demands of the position and associated roles.

A key part of this position is the maintenance of a professional, positive and productive learning and work environment that maximises opportunity for student learning and community engagement. To this end, the incumbent will be

expected to operate with a high degree of professionalism in keeping with the College's policies and procedures. In particular, the following professional behaviours will be expected:

2.1 Strengthening Lutheran Identity

- 2.1.1 Support and contribute to the growth of a strong Christian faith community through personal example and professional leadership. This may include participation in staff worship activities, devotions and retreats.
- 2.1.2 Supporting the Lutheran ethos of the College.

2.2 Enhancing Excellence in Learning

As an enabler of learning within the College, the Operations Manager is expected to:

- 2.2.1 Coordinate and participate in a range of activities for general maintenance and upkeep of the College buildings, equipment, plant and grounds including playing fields in ways that enable the best possible learning environment.

2.3 Engage in Ongoing Improvement and Innovation

The Operations Manager will be committed to ongoing improvement and innovation by:

- 2.3.1 Engaging in ongoing professional learning to update knowledge and practice targeted to professional needs and College priorities in the areas of responsibility.
- 2.3.2 Engaging in reflection, collaborative planning, monitoring and review and contribute to professional discussion with colleagues in a range of forums to evaluate practice directed at improving professional knowledge and practice.
- 2.3.3 Providing a source of advice to the Business Manager, Principal and the College Council Property Committee in regard to the building and renewal of facilities and property assets to meet future educational needs.
- 2.3.4 Undertaking investigations and generate reports on property and asset matters, including expense reduction initiatives, including the negotiation of contract fees with respect to the support services provided to maintain property and buildings.
- 2.3.5 Enhancing the environmental sustainability processes within the College supporting energy, recycling and water consumption practices.

2.4 Community Building

The Operations Manager has an important role in the building of community through the following:

- 2.4.1 Promoting and valuing the College as a rich and effective learning community within the College and in the broader community.
- 2.4.2 Establishing and maintaining a culture of excellence that includes a warm, welcoming environment and exemplary support and service to all stakeholders – families, students and staff. This includes a responsiveness in communication with parents, staff and community members.
- 2.4.3 Actively support the wellbeing initiatives of the College.
- 2.4.4 Coordinating the setup and pull down, security and cleaning for community activities and events including out of hours support.
- 2.4.5 Providing a source of contact for external agencies and community members, representatives or groups for the hire of College facilities and manage the associated client liaison and the documentation including insurance arrangements and workplace health and safety and risk management considerations.
 - In consultation with the Business Manager, develop a fee structure for the hire of College facilities with interested external community agencies, members, representatives or groups.
 - Review out-of-hours security arrangements for College grounds and premises and make recommendation to the Business Manager.
- 2.4.6 Adhering to the College's Code of Conduct and acting professionally at all times when dealing with students, staff, parents and members of the community.
- 2.4.7 Maintaining a positive work environment through support of the grounds and administrative team members, flexibly adjusting to changing demands of the work environment. This would include the sharing of tasks.

2.5 Leading Effective Organisation and Management

The Operations Manager is expected to lead and provide accurate, timely administrative service in the following areas:

- 2.5.1 Management of staffing and resourcing for building, maintenance and grounds and services to a high standard for continual usability.
- 2.5.2 Coordination and supervision of the College's grounds and maintenance staff by leading the development of works, prioritisation of tasks and ensuring high quality timely completion. The Operations Manager will manage the College's online maintenance request system so that maintenance is completed in a timely manner.
- 2.5.3 Managing resources and contractors including activities and events, security, cleaners and maintenance. This includes being available out of hours to support events and activities, to respond to security, weather events, break-ins and attending to urgent maintenance matters.
- 2.5.4 Creation and implementation of a rolling maintenance plan and service agreement schedules including maintenance of buildings, major assets and equipment within the budget parameters of the College.
- 2.5.5 Support the HR and Compliance Officer through the leadership of work place health and safety in areas of responsibility including ensuring safe work places and practices, hazard and incident reporting, training of staff including first aid and fire wardens, risk assessment and mitigation, investigations, policy development, creation of documentation, development of standard operating procedures and training of staff.
- 2.5.6 Oversight of major capital works in conjunction with the Project Manager and Business Manager, and minor capital works in conjunction with the Property Manager.
- 2.5.7 Contractor management and small works contracts and/or renovation works in liaison with the Business Manager. Assist with master planning of refurbishment of teaching and general areas.
- 2.5.8 Managing suppliers and supplier/contractor agreements, supplier/contractor visits and safety requirements. Undertaking inductions for all contractors including buildings, grounds and maintenance – field maintenance, fire, electrical, mechanical, plumbing, security.
- 2.5.9 Managing College cleaners including quality control, contract management and improvement strategies, rolling cleaning schedules and tendering process (when required) – including cleaners for both nightly and daily service.
- 2.5.10 Maintain the College's air conditioning, security, alarm and evacuations systems and fire compliance including routine checks and audits.
- 2.5.11 Provide operational leadership for transport arrangements including traffic management and oversee the Transport Coordinator in the management of the College's bus fleet including servicing, maintenance, work place health and safety and the training of staff. This would also involve the completion of investigations and the determination of bus routes in consultation with the Business Manager and the Registrar and the booking of both internal and external buses for camps and excursions.
- 2.5.12 Creation and management of budgets pertaining to annual building, maintenance and minor capital works and assets – including budget for rolling preventative maintenance and scheduled or planned minor works for painting, roof and gutter maintenance, lifts, mechanical, plumbing and electrical etc.
- 2.5.13 Ordering and procurement of building and major maintenance items, office equipment, fittings and fixtures as required and the timely submission of Accounts payable for the settlement of suppliers' accounts.
- 2.5.14 Be a member of the College's Property Committee and submit reports of progress of building and maintenance and contribute to strategic planning of new facilities.
- 2.5.15 Managing skill development of staff, licensing requirements, training, professional development and adequacy of training in competencies/skills for all staff.
- 2.5.16 Management of holiday work including additional resourcing for buildings and general maintenance.
- 2.5.17 Any other tasks and/or responsibilities, as directed by the Business Manager or Principal, in relation to the efficient and safe operation of the College.

2.6 Specific Duties

2.6.1 Work Place Health and Safety

- Ensure scheduled inspections and servicing are undertaken to specialty safety equipment within the Design Technology, Catering, Hospitality, and Science departments such as eye wash stations, dust extraction systems and fume cupboards.
- Assist and advise specialty department staff and school officers when decommissioning faulty machinery and when commissioning new and or repaired machinery, check if safety devices are fitted, assist in

generating Safe Operating Procedures (SOP's) and Safe Work Procedures (SWP's) and advise of appropriate training in accordance with manufacturers specifications.

- Arrange and oversees all the testing and tagging of the electrical equipment, Residual Current Devices and Emergency Lighting for all departments and buildings of the College.
- Ensure correct procedures are in place and ongoing training is provided in the storage of chemicals utilised in areas of responsibility.
- Comply with new regulations regarding the registration, servicing, and reporting of the College lifts and plant with Work Health and Safety Queensland.
- Develop and recommend occupational health and safety procedures in conjunction with the HR and Compliance Officer for review by College's Workplace Health and Safety Committee activities in relation to the work of grounds and maintenance team, facilities and grounds, and/or approval by the Business Manager and Principal, based on approved College policies, which are relevant to the College's requirements.
- Conduct fire and safety audits, hazard identification and accident prevention programs and, as appropriate, investigate the causes of accidents at the College pertaining to the Operation Manager's areas of responsibility and recommend actions to prevent future occurrences. Also develop and administer reporting procedures concerning significant hazards, injuries, and incidents to ensure accurate and timely reporting in areas of responsibility. Maintain a compliance register containing all essential and audited documentation.
- Identify safety training requirements and conduct or coordinate these training programs as appropriate. Such programs may include first aid and refresher training, CPR, fire safety, manual handling, and hazardous substance control for all College staff.
- Acts as the Chief Warden in an emergency. Support coordination of emergency procedures. Liaise with emergency services on arrival and between assembly areas and with key personnel.
- Critical Incident Management Team member providing advice and support to the Principal and leadership relative to incidents when they arise.
- Ensure all WH&S forms/reports for grounds, maintenance and transport are completed and submitted within the required timeframe.
- As directed by the Business Manager, and in conjunction with the HR and Compliance Officer assist in the administration and implementation of WorkCover claims management and workplace rehabilitation as required by WorkCover legislation and in consultation with external rehabilitation co-ordinators for non-teaching staff.
- Source technical advice, as appropriate, to ensure the maintenance of Material Safety Data Sheets for all substances and in liaison with relevant College personnel, to ensure the correct handling and disposal of waste, and the correct use of personal protective equipment.

2.6.2 Security Management:

- Monitor, maintain and review security arrangements related to the protection and security of staff, students, volunteers, visitors, premises, and facilities and recommend any changes to the Business Manager. This includes the management of the College's alarm, evacuation, lockdown and storm warning systems.
- Administer the College's key system including training and distribution of keys to staff, contractors, and appropriate people.
- Complete inspection reports and provide a point of contact on security breaches and related matters.
- Liaise and communicate with security regarding outside hours events and contractor movements.
- Report to police of property and building damage and the recording of CCTV access.
- Receive outside hours calls from security and action if required.
- After hours call outs to rectify security issues, break ins and property damage.

2.6.3 Contract supervision:

- Supervise cleaning contracts for scheduled and ad-hoc requirements in terms of the standard of cleaning provided relative to contract requirements.
- Supervise the engagement and work of 'pre- approved' external trade contractors required for planned and reactive maintenance work on the College's buildings and facilities, ensuring compliance with contract requirements and statutory requirements, including the asbestos register.
- Provide advice and recommendations to the Business Manager on the review of and changes to contractual arrangements for cleaning, testing, and maintenance activities, including the sourcing of new contractors.

3 Selection Criteria

As a key leader, the successful candidate will need to demonstrate or have the ability to demonstrate capacity to develop the capabilities described below.

- SC1 Demonstrated skills which reflect the ability to support the Christian ethos of the College.
- SC2 Demonstrated professional skills in the leadership of grounds and maintenance teams and contractors, including the training of staff and maintenance of relevant records.
- SC3 Demonstrated professional skills in the planning, management and evaluation of all elements of the role including the implementation of legislative requirements as they pertain to Work Place Health and Safety and work practices. The ability to prioritise competing tasks and to establish and implement systems that ensure timely and predictable processes are employed to maintain the safe and effective operations of the College. The ability to maintain appropriate records to comply with government, system and school accountability processes. Digital technology skills relevant to the role will be expected.
- SC4 Demonstrated ability to use highly developed interpersonal skills to build positive relationships and to communicate warmly and effectively with staff, parents, students, contractors and external organisations/key stakeholders to ensure high quality service provision. The successful applicant will have highly developed verbal, nonverbal and written communication skills.
- SC5 Demonstrated skills to think strategically, to organise, budget and contribute to innovation and improvement, in the planning of small and large capital work and in the enhancement of the operations of the College.
- SC6 Demonstrated levels of confidence, flexibility, independence, teamwork, organisation, time management, innovation and persistence required to fulfil the requirements of the role and maintain a positive culture. A commitment for ongoing learning will be required.

4 Knowledge and Qualifications

Possess, or be eligible to obtain, relevant qualifications in the areas of grounds, maintenance and building and or work place health and safety such as:

- Fire Safety Advisor
- Qualifications in WHS or Workplace Health and Safety Officer
- Building Trade certificate or relevant industry experience
- Demonstrated experience in a similar role

Please feel free to contact the Business Manager in relation to any queries regarding your application.

Applicants should address the selection criteria and include a resume with two referees and forward their application to Mr Ryan Lovell, Business Manager, Pacific Lutheran College, via email to hrofficer@pacluth.qld.edu.au by 4pm Wednesday 10th July.