



The Greater Metropolitan
Cemeteries Trust
Lasting memories, peaceful places.

POSITION DESCRIPTION

Position title:	Manager facilities and maintenance
Fixed term contract or EBA	Fixed term contract
Status	Five year contract
Classification:	Contract
Hours of work:	38 hours/week, Mon-Fri during business hours
Region:	North
Primary location:	Fawkner, but may be required to travel to other GMCT sites as and when required
Date PD adopted:	April 2017
PD review date:	Not applicable

1. ORGANISATIONAL ENVIRONMENT

The Greater Metropolitan Cemeteries Trust (GMCT) is custodian of 21 cemeteries and memorial parks located within the northern, eastern and western suburbs of metropolitan Melbourne.

Established in 2010 by the Victorian Government following major reforms to Victoria's cemeteries sector, GMCT provides a broad range of cemetery and crematoria services to Melbourne's diverse communities.

GMCT is committed to providing cremation, burial and memorialisation services of the highest quality, delivered in a way that shows care for people and sensitivity to their values and beliefs. GMCT is also committed to building a sustainable business model, taking into account the long term nature of our business.

GMCT consists of approximately 200 employees across all of its sites with the majority of these being employed on a full-time, permanent basis. GMCT also operates to a geographical management structure consisting of west, north and east regions. Administration is conducted centrally from the GMCT head office located in Fawkner.

2. GMCT STRATEGIC PLAN 2016 - 2021

Our Vision:

Lasting memories, peaceful places.

Our Mission:

We provide the final care for your loved ones, with dignity and kindness. We respect all peoples, our heritage, our communities and the environment.

Our strategic theme – *‘stepping up and reaching beyond’* – articulates a commitment to our team and our stakeholders to ensure we consistently strive to deliver beyond expectations, challenge perceptions of the industry, improve our service offering, and work with our communities. Our aspirational road map for the next five years will see GMCT focus on four fundamental pillars:

- **Community connections** – we will lead and nurture strong connections with the communities we serve
- **Lasting stewardship** – we are stewards of the community assets we care for now and in perpetuity
- **Operational excellence** – our people will strive for excellence in everything we do, facilitated by innovative and effective technology, systems and processes
- **Change ready agility** – our culture is brave, innovative and collaborative and aligns with our corporate values and strategic goals

These priority areas will underpin and inform initiatives and decision-making over the next five years and ensure we are focused, transparent and accountable, while also allowing GMCT room to respond to new opportunities, challenges and changing needs and expectations.

Our values:

At the heart of our strategic plan remain our organisational values. GMCT's values inform everything we do and provide the framework for how we conduct our business and how each person goes about their work, regardless of their role in the organisation. Our values are:

Compassion

A staff member who demonstrates the GMCT value of compassion will:

- try to see the situation from the other person's point of view
- respond with sensitivity and kindness to our customers, members of the community and our colleagues
- demonstrate willingness to provide help and support.

Respect

A staff member who demonstrates the GMCT value of respect will:

- show appreciation for the contributions of others
- seek to understand the priorities and needs of others
- provide high quality service
- demonstrate a 'can do' attitude.

Sustainability

A staff member who demonstrates the GMCT value of sustainability will:

- portray a positive image of the organisation to build reputation, even when things are difficult
- use the organisation's resources efficiently
- demonstrate concern for our environment
- identify better and innovative ways of doing things.

Integrity

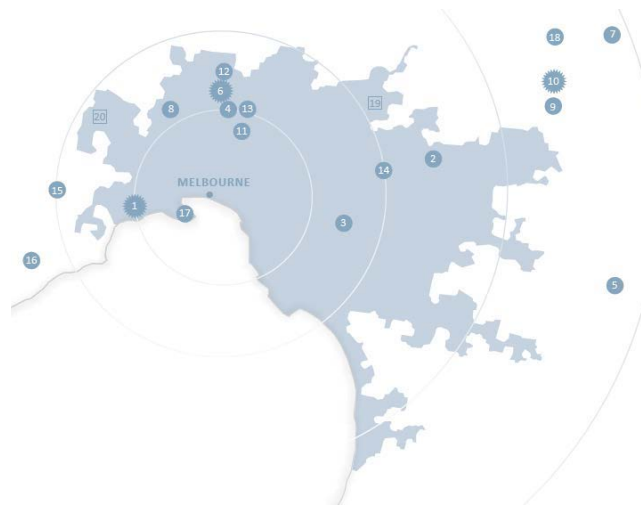
A staff member who demonstrates the GMCT value of integrity will:

- communicate openly and honestly
- meet commitments to others and do what they say they will do
- deliver services in a professional manner
- accept responsibility for their own decisions and actions even when they make a mistake.

3. ORGANISATIONAL STRUCTURE

As depicted below, GMCT includes 21 cemetery sites across metropolitan Victoria:

1. Altona Memorial Park	12. Northcote Cemetery
2. Andersons Creek Cemetery	13. Northern Memorial Park
3. Burwood Cemetery	14. Preston Cemetery
4. Coburg Pine Ridge Cemetery	15. Templestowe Cemetery
5. Emerald Cemetery	16. Truganina Cemetery
6. Fawkner Memorial Park	17. Werribee Cemetery
7. Footscray Cemetery	18. Williamstown Cemetery
8. Healesville Cemetery	19. Yarra Glen Cemetery
9. Keilor Cemetery	20. Plenty Valley – Yan Yean
10. Lilydale Lawn Cemetery	21. Melton West
11. Lilydale Memorial Park	



The operational and reporting environment for each of these cemeteries is very much dependent on their lifecycle stage. The cemetery lifecycle moves through a number of stages:

- **Virtual** – the initial identification of new land for cemetery use
- **Establishment** – planning for the development of new greenfield sites and acquired land
- **Peak** - the operation of cemeteries which have high visitation and large numbers of sales
- **Decline** – the maintenance of cemeteries which have limited space available and low visitation rates
- **Perpetual** – the ongoing maintenance of the cemetery into perpetuity

4. POSITION ORGANISATIONAL RELATIONSHIPS

The position of manager facilities and maintenance will form part of the operations directorate and has the following organisational relationships:

Accountable to:	Director operations
Supervises:	Senior supervisor – fleet Maintenance supervisor Contracts coordinator Maintenance support officer
Internal liaisons:	Executive team, managers, supervisors and other GMCT staff
External liaisons:	Recruitment agencies, stakeholders

5. POSITION CONTEXT

The GMCT operations department includes the crematorium operations, burial operations, memorialisation, maintenance, capital works, mason coordination, and horticulture services areas at all GMCT sites.

6. POSITION OBJECTIVES

The manager facilities and maintenance will provide strategic and managerial leadership and mentor direct reports employed within the maintenance and mechanical workshop including fleet management and will guide maintenance work carried out at all GMCT sites. The manager facilities and maintenance has oversight of the purpose and status of a program of asset and infrastructure maintenance projects and services and is responsible for the successful delivery of that program including the interrelationships among the projects in the program (cross-project dependencies).

The manager facilities and maintenance will:

- deliver the asset and infrastructure maintenance projects and services program in accordance with GMCT's project lifecycle and on behalf of the executive management group
- ensure timely and thorough project development, planning, reporting, governance and oversight ensuring documentation and execution is fit for purpose
- ensure a high level of performance and engagement across the work units that facilitate the achievement of the GMCT's vision and strategic and business objectives.

7. KEY ACCOUNTANTABILITIES

The manager facilities and maintenance is responsible for the day-to-day management and leadership of the maintenance and mechanical workshop including fleet management teams currently based at Fawkner Memorial Park and Northern

Memorial Park, and the management of all asset and infrastructure maintenance contractors to ensure optimal delivery of business results from GMCT as a whole.

The manager facilities and maintenance has responsibility for the overall presentation of the assets and infrastructure to the required standard across all GMCT sites.

This position provides advice and direction on capital and maintenance works to ensure the most optimal solutions, and ensure that they are in line with short and long term business objectives.

The manager facilities and maintenance is responsible for managing and developing a team of three direct reports and is responsible for up to eight employees within the facilities and maintenance group.

8. CORPORATE INVOLVEMENT

- Maintain the highest standards of integrity and behaviour in line with GMCT Values and Code of Conduct
- Uphold and enhance the reputation of GMCT
- Participate in the development and review of organisational initiatives and assist in the delivery of organisational goals.
- Participate in regular performance management planning and review processes with immediate manager
- Undertake identified training and development activities/programs
- Provide regular and/or ad-hoc reports to immediate manager when required in an agreed format for the purpose of monthly supervision, team meetings and six-monthly individual development reviews
- Attend regional and team meetings as required
- Maintain confidentiality at all times
- Undertake other duties as directed by immediate manager

9. PROFESSIONAL STANDARDS

GMCT is a values-based organisation and seeks to cultivate a culture founded on quality of service delivery, responsiveness, collaboration and respect for others. It is an environment that requires all team members to maintain high standards of work in line with our values.

Our values are a description of the way we see the world and what is most important to us. They are the basic principles that will guide and shape the way we think and act. This includes the way we provide services to our customers, the way we treat each other within the organisation and the way we relate to the wider community.

All GMCT employees are required to:

- comply with all GMCT policies and procedures
- understand and adhere to all OH&S policy, legislation, regulation, risk management strategy, policies and procedures
- be responsible for effective risk management, including incident reporting, and ensuring that management is aware of risks associated with business operations
- assist their manager in the identification, development and maintenance of the health and safety improvement action plan
- develop agreed and measurable success measures to support the health and safety management action plan and health and safety management strategy
- assist their manager in the input of risks, hazards or environmental risks into the risk register database
- implement hazard management practices in their daily activities
- report any injury, illness, asset or financial losses, hazard and near miss incidents to their manager/supervisor within 24 hours of detection in accordance with GMCT procedures
- comply with health and safety practices in accordance with OH&S Regulations 2007, Victorian WorkCover Authority Codes of Practice and GMCT Safety Management Plan 2014
- comply with all other Commonwealth and State legislation relevant to the organisation.

10. KEY SELECTION CRITERIA

Applicants must address the following criteria in writing to be considered for this position.

All selection criteria are essential unless marked as desirable.

Qualifications and experience

- Degree qualification in engineering, architecture, civil, construction etc. or equivalent.
- Building and construction cert IV (desirable)
- Project management diploma/cert IV (desirable)
- A minimum of 10 years of experience in operations/development/building or equivalent.

Skills/abilities

- Ability to effectively communicate at the executive level
- High level of interpersonal and communication skills and demonstrated ability to apply these with internal and external stakeholders
- High level report writing capability
- Proven capacity in the planning, development, implementation and evaluation of similar services
- Demonstrated ability in managing maintenance services contracts
- Demonstrated ability to undertake analysis, generate and report on information and provide recommendations

- Decision-making and a proven ability to work independently and to provide advice on a broad range of issues
- Capacity to organise human and physical resources to optimise efficiencies in unit operations
- Ability to manage, develop and provide direction and focus to the management team.
- Understanding of, and commitment to, OH&S practices, which ensure a safe and healthy working environment for staff and the public
- Attention to detail that ensures accurate and up-to-date records are maintained
- Ability to work well as part of a team
- Ability to act autonomously and make decisions

Technical

- Relevant experience in asset management and systems (desirable)
- Current driver's licence.

11. RELEVANT PHYSICAL REQUIREMENTS

Requirements	Frequency of occurrence				Comments
	Rarely 0% to 5%	Occasionally 6% to 33%	Frequently 34% to 66%	Regularly 67%-100%	
Weights and forces					
Lifting from floor to waist (<5 kg per item)	✓				
Lifting at waist height (<5 kg per item)	✓				
Lifting waist to above shoulder (<5 kg per item)	✓				
Carrying	✓				
Pushing (trolley weighing up to 50kg)	✓				
Pulling (trolley weighing up to 50kg)	✓				
Moving equipment and/or furniture	✓				
Holding or supporting	✓				
Above shoulder	✓				
Whole body and lower limb movement					
Standing				✓	
Sitting – at desk				✓	
Sitting – vehicle			✓		
Walking				✓	
Walking – whilst carrying	✓				
Walking – on uneven ground	✓				
Climbing – stairs	✓				
Climbing - ladders	✓				
Driving – passenger vehicle			✓		
Computer – desktop			✓		
Computer – laptop			✓		
Squatting	✓				
Kneeling	✓				
Upper body and upper limb movement					
Reach – f forward (>30cm from body)	✓				
Reach – side (>30cm from body)	✓				
Reach – above shoulder	✓				
Gripping or grabbing		✓			
Bending neck – looking up		✓			
Bending neck – looking down		✓			
Rotating neck		✓			
Bending spine – forward		✓			
Requirements	Frequency of Occurrence				Comments

	Rarely 0% to 5%	Occasionally 6% to 33%	Frequently 34% to 66%	Regularly 67%-100%	
Bending spine – backward		√			
Twisting spine to side		√			
Writing with pen or pencil				√	
Typing			√		
Sensory					
Hearing – holding direct conversation and telephone				√	
Hearing – alarms , signals, disturbance		√			
Visual – read printed material, signage				√	
Visual – read computer screens			√		
Visual – driving			√		
Other					

EMPLOYEE SIGNATURE:

DATED:

MANAGER SIGNATURE:

DATED: