

## POSITION DESCRIPTION

<b>Position Title:</b>	Facilities Manager
<b>Employer:</b>	Brisbane Housing Company Ltd.
<b>Responsible to:</b>	Facilities Services Manager
<b>Direct reports:</b>	Nil

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### Position Purpose

The Facilities Manager is responsible for the upkeep and maintenance of BHC owned and managed property assets, ensuring routine works, repairs and modifications are carried out in a timely, safe, and compliant way within the approved budget, in accordance with regulatory requirements, and company policy.

### Company Context

Brisbane Housing Company (BHC) is an independent, not-for-profit developer, owner and manager of affordable and community housing. Since incorporation in 2002, BHC has a well-earned reputation as a solid and reliable organisation, built through effective working relationships and a personalised approach to customer service.

BHC's Vision is, "Creating homes, empowering lives, enabling transformation" and Mission, "to deliver our Vision by building and maintaining quality affordable homes for people in need and engaging with and supporting people to sustain their tenancies". BHC's core values are:

- Making a difference;
- Working with integrity;
- Work safely;
- Supporting each other;
- Our differences;
- Being accountable and delivering quality; and
- Celebrating achievements.

We pride ourselves on the quality and liveability of our award-winning developments, aiming to provide excellence in both the development of each project and the tenancy management of the affordable rental properties.

## Key Result Areas

- Ensure routine, responsive, and vacant maintenance is delivered in an effective timely manner.
- Procure and oversee delivery of planned maintenance in line with approved schedule and budget.
- Ensure site works are delivered safely and in accordance policy standards, regulations, and other legislative requirements.
- Sustain compliant, safe, secure buildings, and tenancies in accordance policy standards, regulations, other legislative requirements, and best practice.
- Deliver clear and influential verbal and written communication to technical and non-technical stakeholders.
- Maintain strong, collaborative, and productive relationships with internal and external stakeholders including preferred contractors, suppliers, and Body Corporates.

## Main Responsibilities

Working across a designated portfolio, main responsibilities include:

### Technical Advice

- Provide expert guidance on building systems, specifications, and maintenance regimes.
- Advise on property servicing, upkeep, maintenance planning, and lifecycle management to optimise asset longevity and performance.
- Review and advise on property repairs, modifications and refurbishment.

### Responsive Maintenance & Damage

- Support business in the delivery of responsive maintenance activities to ensure timely and effective resolution of issues.
- Effectively liaise with Maintenance Coordinator (Assets), Admin Coordinator (Assets), The Client Services Hub to provide technical support as required.
- Engage with Trades/Technicians, Suppliers, Body Corporates, Building Managers, Caretakers, Housing (Property) Managers, and the like to effectively resolve complex or costly maintenance issues.
- Ensure maintenance activities are completed to a high standard and in compliance with relevant regulations and policies.

### Tenant Support

- Collaborate with Housing Managers and The Client Services Hub to address tenant-related outcomes, including technical reviews of modification requests, managing complex damage repairs, vacancy, and providing supporting information for QCAT hearings.
- Offer technical advice and support for tenant-related property costs, make good repairs and maintenance.

### Maintenance (Planned & CAPEX) & Project Coordination

- Develop scopes and procure services in line with the Procurement Policy including through the schedule of rates, quotes and select tenders.
- Ensure works are delivered to a high standard and in compliance with relevant regulations, policies and BHC requirements.
- Effectively manage contractors, suppliers, and site works so they are completed on time, as per scope, and within budget.

### Contractor Management

- Maintain effective professional relationships with Service Providers (Contractors and Suppliers).
- Review quotes and tenders, appoint contractors using Purchase Orders and Contracts within delegated authority, or recommend selections to the line manager for approval in line with the Procurement Policy.
- Ensure that all Contractors
- Ensure contractors deliver quality compliant work and meet contractual obligations.

### Fire Safety & Compliance

- Maintain fire safety management protocols and ensure overall building compliance with safety, building and fire regulations.
- Ensure fire safety systems and are serviced, maintained and operational.
- Conduct regular fire safety audits and implement necessary improvements.
- Ensure that BHC and Contractor service schedules are accurate and current.

### Asset Surveys and Site Audits

- Perform regular site safety, condition, and housekeeping audits.
- Undertake asset survey inspections for tenancies and buildings to assess overall property condition, identity risk, and inform lifecycle forecasting and analysis.
- During asset survey inspections quantify key components, their condition, age, effectiveness and identify defects.
- Oversee the successful completion of external audits by consultants, contractors, regulators and the like.
- Review audit outcomes and effectively minimise or eliminate identified risks.

### Representation

- Effectively represent BHC as Building Owner or Manager in relation to Facilities Management activities.
- Attend and represent BHC as an asset owner at body corporate and building management meetings.
- Represent BHC as the Caretaker to body corporate, building management, and other building stakeholders.
- Advocate for BHC's interests and ensure alignment with organisational goals.

### Budgeting & Procurement

- Inform and assist with maintenance planning, scope evaluation and budgeting to ensure cost-effective, efficient, and appropriate service delivery outcomes.
- Ensure cyclical scheduling and scopes are accurate, timely and sufficient.
- Monitor and manage budget expenditure in line with pre-approved costs, allocations, and outcomes.
- Report any non-conformity or pending deviations to the line manager for timely resolution.
- Identify and implement strategies to minimise costs and improve value for money.
- Enhance short and long-term asset and financial performance through informing strategic asset planning and the asset management system outcomes.

### Policy & Procedure Development

- Maintain an up-to-date knowledge of regulatory requirements and industry practice.
- Contribute to the development of policies, procedures, systems, and processes for effective Asset and Facilities Management.
- Maintain an up-to-date knowledge of policies, procedures, systems, and processes.
- Ensure compliance with organisational standards and best practices.

### Communication

- Work collaboratively with the Asset Manager, Maintenance Coordinator and Administration Coordinator to achieve effective client outcomes, and accurate data outcomes.
- Inform the Contract and Procurement Manager of any issues relating to Cyclical service delivery schedules, outcomes and data integrity.
- Keep Housing Managers, Community Development, Senior Managers, and relevant BHC staff informed of pertinent matters affecting their roles and responsibilities.
- Work collaboratively with key stakeholders including Body Corporate Managers, Body Corporate Management Committees, Building Managers, Caretakers, and Service Providers to ensure effective outcomes in line with BHC objectives.
- Facilitate clear and effective communication across the organisation and with external stakeholders.

### Record Keeping

- Ensure asset (building & component) lifecycle records are accurately maintained and updated in a timely manner.
- Ensure property records are maintained in accordance with organisational standards and regulatory requirements.
- Ensure filing and naming conventions are followed and maintained.
- Ensure accurate timely record keeping data across multiple systems.
- Maintain file management & integrity in line policy, procedure and operational practice.
- Maintain and update Building Management Manuals as require.

### Other – General

- Undertake further tasks as may reasonably be required and communicated from time to time.
- Operate in line with BHC's Code of Conduct, Values, policies and practices including as amended from time to time.
- Behave in a manner that contributes to a workplace that is free of discrimination, bullying and harassment at all times.
- Represent BHC in a professional and capable manner at company events and external functions/training days attended.
- Follow all reasonable direction given by the Company in relation to Workplace Health & Safety, and through actions contribute to a culture of safe work.
- Participate in training as may be required.
- Comply with local, state and federal laws.

### Delegation

This role is designated **Band C** under BHC's Authority and Delegations Policy.

***It is a condition of employment that the Facilities Manager holds and maintains a current driver's licence.***

<i>Position occupant</i>	<i>I have reviewed and confirm my understanding of this Position Description and the duties involved.</i>	<i>Signature</i>
		<i>Date            /            /</i>
<i>Name of Supervisor</i>	<i>This position description has been discussed with the occupant</i>	<i>Signature</i>
		<i>Date            /            /</i>

BHC Position Description

Job Title: Facilities Manager  
Approved by: GM – Assets

Last updated: August 2025