

Position Description

Position Title	Regional Property Coordinator	Reporting to	Regional Property Manager
Business Unit	People and Performance	Direct reports	N/A
Classification	Level C	Date	August 2023

Our Organisation

The Royal Australian College of General Practitioners (RACGP) is the voice of General Practitioners (GPs) in our growing cities and throughout rural and remote Australia. For more than 60 years, we've supported the backbone of Australia's health system by setting the standards for education and practice and advocating for better health and wellbeing for all Australians.

We cultivate a stronger profession by helping the GPs of today and tomorrow continue their professional development throughout their careers, from medical students and GPs in training to experienced GPs. We develop resources and guidelines to support GPs in providing their patients with world-class healthcare and help with the unique issues that affect their practices. We're a point of connection for GPs serving communities in every corner of the country.

Australia's GPs see more than two million patients each week, and support Australians through every stage of life. The scope of general practice is unmatched among medical professionals, so the RACGP supports members to be involved in all areas of care, including aged care, mental health, preventative care and Aboriginal and Torres Strait Islander Health.

Patient-centred care is at the heart of every Australian general practice and at the heart of everything we do.

Our Values

RACGP Employees are expected to uphold our workplace values:



Progressive leadership Forward thinking and proactive leaders who lead by example and empower employees to create and drive innovation



Quality Honouring our Organisational Vision and Mission Statement by constantly striving for excellence in service delivery and advancement in the field



Ethics Committed to acting with morality, integrity and transparency in serving the best interests of all stakeholders



Professionalism Dedicated professionals who respect and collaborate with others and are fully accountable for their actions.

Your Team

The People and Performance Business Unit is a newly created team under our service lead and member centric operating model designed to deliver services that employees need to deliver value for our members. Specifically, the People and Performance Business Unit plays a critical role in ensuring that we can set up our people to be able to do their jobs effectively and successfully with the right culture, capacity and capabilities as well shape strategy direction and drive a continuous improvement agenda to improve performance and innovate for members and stakeholders.

The functions of the People and Performance Business Unit include:

- Information Technology, comprising:
 - Service Delivery
 - Training Management System
 - Development
 - IT Security and Risk
- People, Culture & Inclusion, comprising
 - People Support
 - Talent
 - HR Business Partnering
- Strategic Planning / Business Improvement, comprising:
 - Change Management
 - Business Improvement
 - Portfolio Management
 - Strategic Reporting
 - Employee Communications
- Property, comprising:
 - Leasing
 - Property Design and Projects
 - Building Management
- Data and Insights, comprising:
 - Data Governance
 - Insights and analytics

Your Role

The Regional Property Coordinator role is responsible for coordinating the day-to-day requirements including maintenance and management of premises-related activities for all RACGP premises to function professionally, effectively and efficiently in the delivery of property services for all RACGP premises.

Working closely with external stakeholders, tenants and other business service functions, the role requires an understanding of cross functional processes, in particular property systems, procurement systems and finance procedures.

The ability to think critically, analyse and review information before taking appropriate action is a key requirement of this role along with ensuring regulatory and internal compliance is upheld at all times.

As a key member of the Property team, this role will be required to support the entire team, providing administrative support to the Regional Property Managers and National Property Manager as requested.

Key Responsibilities

- Assist the Regional Property Manager in the 'day to day' property and facility management of RACGP premises, property strategy objectives and general maintenance of building services for RACGP faculty premises including tenanted zones
- Security assistance of premises and coordination of the monitoring of active property services jobs in Service Hub
- Provide logistical and administrative support for procurement and maintenance of Furniture, Fit-out and Equipment (FF&E).
- Coordination of waste management services
- Administration of maintenance requirements as directed by the State Building Manager
- Administration of the 'Robin' booking system for EM building and Rapid service for contractor compliance
- Office administration of postal, courier, printer, utilities, and other office support functions as required
- Management of car park facilities where applicable
- Coordination of procurement for all property related services and supply contracts
- Contribute to the development and delivery of Property Services related projects.
- Contribute to the improvement of safety performance in relation to the organisation's WH&S compliance requirements and obligations.
- Comply with all relevant workplace policies and procedures.
- Other duties as required.

Qualification and Experience

Essential

- Thorough knowledge and understanding of WH&S rules and regulations relating to building and property and relevant workplace experience
- Previous experience in Building management/administration or building services
- The ability to develop and sustain positive relationship with external stakeholders and contractors
- Excellent time management and ability to prioritise workload
- Good attention to detail
- A very high regard for confidentiality, security and ethical conduct
- Excellent communication skills – able to communicate effectively with all levels of staff and management.
- Proficient computer software skill / knowledge
- Strong customer services focus and service delivery
- Excellent organisational skills including the ability to determine priorities, attention to detail and meet regular deadlines.
- Demonstrated ability to contribute to a team in a professional and collaborative manner.

Highly Desirable

- Experience in supporting administration of properties
- A minimum of 1- 2 years relevant Building management experience
- Knowledge in contracts vendors managements (KPI, renewal, Variations)

Your Relationships

Your role requires interaction with internal and external stakeholders including:

Internal:

- RACGP managers
- Property team
- Finance teams
- RACGP employees across RACGP premises

External:

- Vendors
- External consultants, contractors and suppliers providing services to all RACGP premises
- Visitors to RACGP premises (non-RACGP staff)