

**POSITION DESCRIPTION**

**Position Title**: Support Services Manager

**Reports To:**  Chief Financial Officer

**Positions Supervised**: 2 reports based in Melbourne and Perth

**Date:** 1 July, 2017

**Location:** Docklands, Melbourne, Victoria

Red Nose Vision  
A future where no child dies suddenly and unexpectedly during pregnancy, infancy or their pre-school years.

**Red Nose Mission**  
Saving the lives of babies and children during pregnancy, infancy and childhood and supporting bereaved families.  
  
**About Red Nose**Red Nose is a high profile charity dedicated to saving the lives of babies and children and supporting people impacted by the death of a child. Red Nose has over 60 staff located in seven offices across Australia and including our Head Office located in Melbourne.

Red Nose Values:

* The needs of those impacted by the sudden and unexpected death of a baby or child
* Commitment to continuous improvement
* Mutual respect and support of employees
* Honesty and integrity in all that we do
* Valuing and respecting individual needs
* Commitment to providing high quality service

Overview of the Role  
The Support Services Manager is a member of the Finance and Support Team and will have a direct report based in Victoria and Western Australia. This position will manage the day-to-day facilities and services required across the company. Its vision is to provide the best possible environment and infrastructure possible for the Red Nose team with this position reporting to the Chief Financial Officer.

Position Responsibilities

The key responsibilities of this position fall into four areas including:  
  
IT & communications

* Improving the IT and telephone function and infrastructure of the company
* Assist the CFO in developing a long term IT strategic plan.

Internal stakeholder support

* Be a part of and manage a small team which provides reception services and supports the day-to-day operating requirements of offices and staff across the country.
* Maintain sound relationships with Red Nose staff across the country.
* Provide periodic reports on service delivery, property maintenance programs and actual vs budget.
* Management of Red Nose suppliers including cleaning, repairs, office equipment, security.

**Property and asset services**

* The manager for all property maintenance issues across owned or leased Red Nose offices, and including acting as the immediate point of contact, 24 hours, for Red Nose emergencies.
* Assist the CFO in improving, developing and implementing strategic and preventative maintenance programs for Red Nose properties, and which ensure Red Nose offices comply with all fire safety, risk, statutory property and property OHS requirements.
* Assist the CFO in the negotiation of property leases as and when required.
* Responsible for keeping other Red Nose assets (vehicles and other equipment) are in sound working order.

Other responsibilities

* Project manage company capital expenditure improvements and repairs.
* Monitor and negotiate telecommunications, energy and other contracts.
* Assist the CFO with non-workcover related insurnace requirements.

**Selection Criteria:**

* Strong verbal and written communication skills, with demonstrated experience in developing and maintaining strong stakeholder relationships across a national network
* Demonstrated experience in being able to introduce and manages change in infrastructure and day-to-day operational support.
* Strongly IT literate and with a good knowledge of IT and Communication systems and infrastructure. Exposure to moving an organization into a cloud environment would be well regarded.
* Sound experience is being able to deliver best practice support and facilities management for all Red Nose Offices
* Experience in property and facilities management
* Knowledge and experience in tendering and negotiation process with suppliers
* Excellent time management skills and ability to problem solve.
* Excellent leadership and management including a sound ability to foster teamwork and develop others capabilities,
* Able to travel to Red Nose sites across Australia as and when required

**Personal Capabilities**

* High level of integrity
* Ability to engender and show respect and trust
* Can solve problems and make decisions in an objective, informed and considered manner
* High level of accuracy and attention to detail
* A team player who is aware of their own, others and joint responsibilities
* Well organized and able to multi-task

**Red Nose Employment subject to:**

* Police record check
* Working with children’s check
* Drivers Licence required

**Conditions**Unless otherwise specified in appointment documentation, all leave and related benefit conditions will be as outlined in Red Nose Human Resources policies and National Employment Standards (NES).

**Performance Review**

A structured performance review will be conducted at least annually using the job description and other agreed Key Performance Indicators as the basis for the appraisal criteria.

**Acceptance of Duties and Responsibilities**I have read the duties, conditions and responsibilities outlined in this position description and agree to meet these and to have my performance monitored and evaluated in relation to my achievement of the role as detailed in this position description.

Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Support Services and Facilities Manager

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Witnessed by: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*Chief Financial Officer*

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Red Nose Conditions of Service**

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| **Hours** | This full time position may require out of hours work due to travel and nature of the role | |
| **Work Location** | Red Nose Limited  Suite 17, 75 Lorimer Street  DOCKLANDS VIC 3008 | |
| **Other** | Current driver’s licence. Employment will be subject to a satisfactory Working with Children Check and a Police Check. | |
| **Tenure** | | Permanent full time position | |
| **Reviewed** | | Reviewed on 1 July, 2017 | |

For more information on Red Nose education, research, support services and advocacy programs visit rednose.com.au.