



OFFICE / FACILITIES MANAGER



POSITION: Office / Facilities Manager

RESPONSIBLE TO: GM, Finance & Operations

CONTACT DURATION: Permanent

Reach is a for-purpose youth organisation that aims to improve the wellbeing of young people so they can get the most out of life.

OUR VISION

That every young person has the support and self-belief they need to fulfil their potential and dare to dream.

OUR MISSION

To encourage young people, no matter what their circumstances, to believe they can achieve.

Each year at least 30,000 young people aged 10-18 experience Reach through our youth-led workshops – designed and delivered by our young crew. Our workshops are safe and supportive spaces where teenagers can share stories and experiences honestly, improve their self-awareness, and build deeper more meaningful connections. Independent research has found that Reach can improve the wellbeing of young people by significantly enhancing their feelings of meaning and engagement.

For the past 22 years, Reach has improved the wellbeing of over 780,000 young people.

WHO ARE THE CREW?

The Reach Crew is a group of young people who are committed to creating, designing, and delivering experiences for other young people to learn more about themselves and connect with others. The Reach Crew consists of both volunteers and casual employees.

OUR CORE VALUES



GROWTH

Challenging ourselves to explore the unknown and break out of comfort zones



HONESTY

Be authentic and open with trust, understanding and vulnerability



INTEGRITY

Aligning our words and actions



CONNECTION

Engaging with trust, understanding and vulnerability



PASSION

Demonstrating heart, fire, inspiration and strength in all that we do



RESPECT

Appreciating and valuing people, opportunities and property

PURPOSE AND FOCUS OF THIS ROLE

The Office / Facilities Manager is an integral part of the Finance and Operations team, responsible for overseeing the smooth running of administrative and operational processes at Reach's head office in Collingwood and Reach's offices in Sydney and the Hunter Valley, holding national responsibility for organization-wide functions such as OH&S, IT and technical equipment, as well as responsibility for managing office volunteers and supporters.

POSITION ACCOUNTABILITIES

INFORMATION TECHNOLOGY

Manage the relationship with external provider and provide on-ground support to ensure all areas of Reach's internal IT (Windows and Mac desktops, servers, internet service provision, etc.) function efficiently and cost-effectively across all Reach office sites. Maintain an operational and cost-effective communication system that supports effective national operations.

TECHNICAL EQUIPMENT MANAGEMENT

Manage Reach's technical (tech) equipment, including tech equipment agreements and train staff and crew on obligations regarding tech. Identify equipment and accessories to be purchased or repaired. Maintain asset management system.

FACILITIES PROJECT MANAGEMENT

Take the lead in strategic operational projects for Reach, applying Project Management and Business Analysis experience to assist Reach to deliver strategic outcomes. Key components of the role are likely to include: gathering requirements, developing a vendor engagement process, communicating with key stakeholders, evaluating vendors, developing an implementation plan and managing the implementation process. Guide facilities-related projects from the ideas stage through to successful delivery of completed projects.

OH&S

Manage Reach's OH&S function nationally, including: maintaining awareness of and Reach's compliance with OH&S legislation; coordinating the OH&S Committee meetings including meeting organization and meeting minutes; maintaining the currency of our Safe and Well Handbook; overseeing and ensuring all incident reports are completed; preparing the OH&S report for the Board; coordinating fire drills and ensuring fire wardens roles are filled with appropriate employees; coordinating first aid training, and working with the Management Team, Crew Leadership Team and staff on safety issues.

OFFICE / FACILITIES MANAGEMENT

Manage the smooth and efficient day-to-day operations of the Dream Factory and Reach's Sydney office including engagement with contractors and suppliers, representation of Reach's interests on the Body Corporate, reviewing and tracking the office/facilities budget throughout the year and contributing to the budgeting process, proactively pursuing ongoing efficiencies in all office processes (time and cost), and providing seamless office/facilities management including close work with all teams to address any issues that arise. Establish and effectively manage hire of Reach facilities to external parties for pro bono and/or revenue generation purposes.

RISK

Support the GM of Finance and Operations' strategic risk management responsibilities by coordinating risk management activities across the organization, including compilation of quarterly Board Audit and Risk Committee reports, review and maintenance of risk-related policy and procedure, and advice on risk issues and ways to manage risks associated with Reach workshops and activities in all locations.

VOLUNTEER MANAGEMENT

Manage Reach's office volunteers and Supporters, including:

- Receiving, acknowledging and screening all incoming volunteering enquiries to identify suitable interview candidates;
- Interviewing completing reference checks and probity checks for Office Volunteers and Supporters;
- Managing and maintaining engagement documentation for all Office Volunteers and Supporters, including tracking of hours and periodic/annual reporting;
- Coordinating training and "buddy" matching for new Supporters, including training records and reporting as required;
- Allocating Supporters to community programs and Office Volunteers to internal projects/activities/events;
- Maintaining active two-way communication with Supporters and Office Volunteers;
- Coordinating reward and recognition initiatives to nurture and acknowledge Supporters and Office Volunteers.

POLICIES AND PROCEDURES

- Ensure relevant policies and procedures are reviewed, updated and approved as required. This will involve drafting some policies to reflect Reach's priorities and values.

KEY SELECTION CRITERIA

QUALIFICATIONS AND EXPERIENCE

- Essential: Prior office management and/or facilities management experience, including high level of competence in managing IT service providers and the ability to trouble shoot basic IT issues on the ground and over the phone
- Essential: Prior experience working with OH&S function
- Preferred: Tertiary qualification (preferably in Business, Accounting or Marketing)
- Highly Recommended: Certificate IV in OH&S
- Required. Proven ability to drive project delivery.

SKILLS

- Demonstrated skills in office management or project management
- Demonstrated skills in OH&S management including an understanding of all relevant OH&S legislation
- Previous experience managing teams or volunteers
- Excellent communication skills with a capacity to communicate with people of all levels
- An ability to effectively develop and review policies and procedures
- High level attention to detail and time management skills
- Previous experience delivering and reporting at senior levels
- Demonstrated application and commitment to customer service and excellence.

VALUES / ATTRIBUTES / ATTITUDE

- Commitment to the shared values and philosophies of Reach, including being open and willing to engage authentically in Reach's work
- Positive, constructive, "can-do" attitude
- Resilient and optimistic
- Possessing a "growth mindset" and an openness to change
- Strong teaming orientation.

ADDITIONAL INFORMATION AND REQUIREMENTS

- This position is based primarily at the Reach Dream Factory in Collingwood.
- Applicants must have the right to live and work in Australia.
- Any offer of employment at The Reach Foundation is subject to a satisfactory Working with Children Check and national police check prior to starting employment.
- Some after hours work may be required for this role. Time in Lieu arrangements are in place, to compensate for the working environment and subsequent working hours that occur outside of standard business hours.
- Salary packaging arrangements are available to all Reach permanent and fixed term contract employees.

SO...

IS THIS YOU?



WHY WORK AT REACH?

We are an inspirational and dynamic youth not-for-profit organisation that maintains a strong youth voice throughout our organisation.

Reach has a vibrant and collaborative culture where people are energetic and passionate about making a difference in the lives of young people to help them reach their full potential.

At Reach, we encourage our people to develop skills and to grow within the organisation. Also, our people have access to a range of competitive staff benefits and the opportunity to work in a creative and fun workplace with like-minded people working both independently and as part of a team.

Overall, we are constantly striving to encourage our own people and all young people, no matter what their circumstances, to achieve their dreams.

YOU GET TO MAKE A DIFFERENCE

- We value people being real and honest with each other.
- We encourage people to think about and do things differently.
- Reach is a strong and well-known brand in the NFP sector with the support of large corporate partners.
- We are a progressive employer which embraces diversity and equality.
- Reach is built on a positive youth development model, promoting well-being by creating safe and supportive spaces where young people can share their stories and experiences, improve their self-awareness and build deeper, more meaningful connections.

IT'S SERIOUSLY FUN

- Our workplaces are creative and vibrant.
- Reach has a “young energy”.
- Staff, volunteers and visitors find Reach to be a warm and friendly environment.
- Our workplace vibe is fun with a lot of laughter, music and fun activities in the office.
- There are fun opportunities with other employees at camps and internal training sessions.
- Our open plan offices enable good contact and easy access to other employees.

THERE'S ALWAYS ROOM TO GROW AND YOU'LL CONSTANTLY BE INSPIRED

- We encourage people to follow their dreams, no matter what their circumstances.
- Reach encourages individuals to develop skills, careers and growth within the organisation.
- There are growth opportunities for crew and volunteers with suitable skills and experience to progress to staff roles.

HAVE SOMETHING TO SAY? GOT A GOOD IDEA? LET'S HEAR IT!

- Our environment is very collaborative.
- Supportive peers and managers frequently celebrate small wins and group success.
- Managers are supportive of employee's personal and professional goals.
- Managers are responsive to employee's ideas and issues.
- Good communication systems enable employees to know what is happening at all levels of the organisation.

THE PEOPLE ARE GREAT. AGAIN, IT'S SERIOUSLY FUN

- Employees are encouraged to be authentic and to be open with others.
- Our people are young at heart with lots of energy, enthusiasm and drive.
- Reach people are like-minded in terms of their interest in helping people to realise their full potential.
- We have a collaborative and supportive culture with ongoing celebrations and activities.
- There are opportunities to be creative at Reach, and creative things happen around you all of the time.
- Reach feels very much like working within a family business with family and friends.
- Reach's culture is vibrant and collaborative, and is built around the Reach values – Growth, Integrity, Passion, Honesty, Connection and Respect.

THE ICING ON THE CAKE

- Speaking of cake...we ALWAYS have cake for someone's Birthday (which seems to be every few weeks!)
- Salary packaging increases the take home cash for staff via general expenses, meal and travel and hire, lease and entertainment packaging options.
- Our Employee Assistance Program offers free, confidential counselling for staff and their family members.
- We support good work-life balance for our people.
- Our staff can attend Reach programs.
- We have a number of flexible work arrangements: for example, self-funded leave (up to extra 4 weeks per year; compressed work week; part-time roles).
- Paid study leave is available to our staff.
- We have a staff learning program for work-related development.
- Our managers are supportive surrounding return-to-work following maternity leave.
- Reach offices (VIC and NSW) are easily accessible via transport links and close to shops and cafes.