



LOURDES HILL COLLEGE

A School of Good Samaritan Education

Position Description

Property Services Leading Hand

Lourdes Hill College educates young women to embrace life and a passionate love of learning in a nurturing, inclusive and innovative Catholic learning community. We equip each person to reach their potential and boldly embody Benedictine values, listening actively with the 'ear of the heart'. Our overarching vision is to be universally recognised for empowering generations of young women to be a transforming Benedictine presence in our world.

Position Overview

The Property Services Leading Hand provides day to day coordination and supervision of the Property Services Team, with responsibility for monitoring the quality, safety and timely completion of work. This includes maintenance, grounds, transport coordination, events and other operational activities across the College.

The role coordinates bus schedules, allocates vehicles and drivers, undertakes driving duties and monitors vehicle and driver readiness. The Property Services Leading Hand works alongside the team, checks that work meets the required standard and provides practical support during daily operations, urgent requirements and peak workload periods.

Duties and indicators of successful performance include:

Mission Stewardship

- demonstrates humility, reflection, and relational presence in daily interactions, modelling the values of the Good Samaritan, Benedictine tradition and the College;
- actively participates in liturgical, prayer and formation experiences that contribute to the faith and spiritual life of the College community;
- integrates faith, values and reflection into everyday work and relationships within the College; and
- contributes to College service, social justice and formation initiatives as a practical expression of the mission and values.

Day to Day Coordination, Supervision and Delivery

- coordinates and prioritises daily maintenance and grounds activities undertaken by the Property Services Team, including monitoring quality and timeliness and provides direction where required;
- works with the Property Services Coordinator to allocate work, set schedules and ensures tasks are completed in line with agreed priorities and standards, monitors progress;
- works alongside team members in the performance of maintenance and grounds duties, actively contributing to the completion of tasks as required;
- acts as the first point of escalation for operational issues, resourcing constraints and urgent works;

Maintenance and Grounds Oversight

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- oversees the delivery of:
 - preventative and cyclical maintenance programs;
 - reactive and ad hoc maintenance requests;
 - minor building and grounds works;



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A School of *Good Samaritan Education*

- gardening and landscaping; and
 - the College swimming pool in accordance with the Pool Management Plan
- ensures works are carried out in accordance with schedules, manufacturer requirements and College standards;
- coordinates work planning aligned to school terms and holiday periods in accordance with the annual maintenance plan;
- conducts regular inspections of buildings and grounds to identify damage, deterioration, cleanliness issues and maintenance needs; and
- ensures high standards of cleanliness, presentation and hygiene across buildings, grounds and work areas.

Bus Driving and Coordination

- works with the Property Services Coordinator to coordinate daily bus schedules, allocation of buses and drivers and support the identification and resolution of scheduling conflicts and escalates issues where required;
- supports the coordination and maintenance of accurate bus calendars, booking records, driver registers, vehicle check records and related documentation;
- undertakes driving duties to support College activities, excursions, sporting events and operational requirements; and
- communicates confirmed transport arrangements, departure times and changes to drivers and relevant staff.

Maintenance Request and Ticket Coordination

- liaise with staff to clarify maintenance requests and obtain additional information where required;
- monitor open tickets and work orders to support timely completion, follow up outstanding, overdue or incomplete requests with relevant team members;
- regularly review the maintenance ticketing system to identify overdue, incomplete, duplicated or recurring requests;
- escalate urgent, high risk or unresolved maintenance matters promptly; and
- maintain accurate maintenance records to support accountability, planning, reporting and continuous improvement.

Events, Logistics and Operational Support

- work with the Property Services Coordinator to plan and coordinate event requirements, including room layouts, furniture, equipment, staffing, access and site preparation;
- liaise with event organisers and relevant internal stakeholders to confirm requirements, timing, access arrangements and responsibilities;
- allocate and monitor event set up and pack down tasks to ensure completion within agreed timeframes;
- conduct site checks before and after events to confirm spaces are safe, clean, appropriately configured and ready for use;
- coordinate additional operational requirements that arise during event delivery; and
- oversee and support the safe and timely movement of furniture, equipment and goods across the College.



Tools, Equipment and Stock Management

- coordinates vehicle and equipment servicing schedules, monitors vehicle readiness and maintains relevant service, inspection and repair records;
- monitors stock levels, usage and supply requirements in consultation with the broader Property Services Team;
- supports effective purchasing and stock control by identifying operational needs, avoiding unnecessary duplication and reducing waste;
- oversees test and tag requirements and ensures electrical equipment registers are accurate and current; and
- maintains clear systems for issuing, returning and storing tools and equipment.

Workplace Health and Safety

- support the Head of Property Services in maintaining compliance with workplace health and safety requirements and promote safe work practices and provide practical guidance to the Property Services Team;
- monitor work activities and address hazards, unsafe conditions and noncompliance matters within the scope of the role including the workshop, storage areas and plant rooms;
- report incidents, hazards in the College notification system and report unresolved safety or compliance matters to the Head of Property Services;
- support audits and inspections relating to access, security, property, facilities and associated systems;
- monitor contractors and external hirers and report any failure to comply with relevant College policies, procedures or safety requirements.
- promptly escalate matters that present a significant safety, security or compliance risk; and
- lead by example and contribute to a safe, secure and well maintained environment for students, staff, visitors, contractors and external users.

Other Duties

- provides regular operational updates to the Head of Property Services;
- acts as delegate for the Head of Property Services as required, including during periods of absence and for afterhours matters.
- provides on call service and support to the College outside of standard operating hours as rostered or as required; and
- Any other duties as required by Head of Property Services.

Other Information:

This role reports directly to the Head of Property Services

Key Relationships

- Director, Business Operations and Finance;
- Head of Property Services;



LOURDES HILL COLLEGE

A School of Good Samaritan Education

- Property Services Team;
- External Contractors and Trades;
- Teaching and Non Teaching Staff;
- Sports Department ;
- Events and Community Engagement Staff;
- WHS Representatives.

Qualifications and Experience

- demonstrated experience in groundskeeping, landscaping, horticulture, facilities maintenance, or a related trade;
- proven experience supervising or leading a small team in a practical work environment;
- sound knowledge of safe work practices, including risk assessment and hazard identification;
- experience operating and maintaining grounds equipment (e.g., mowers, line trimmers, small machinery);
- ability to interpret work schedules, maintenance plans and site drawings.
- current driver's licence appropriate for the College vehicles and buses the role is required to drive; and
- experience in a school, sporting or large campus environment.

Term of appointment

This role is a full time, Services Support Level 4 role under the Catholic Single Collective Enterprise Agreement Religious Institute Schools of Qld 2023-2026.