



## Luther Heights Facilities and Services Manager

### The Big Picture

The Facilities and Services Manager is responsible for ensuring that our site is safe, well presented and cared for. This is so that we can present a class leading camping experience.

You will be continuously improving our operations through advances to processes that focus on our customers and their needs.

### The Detail

The Luther Heights Campus is made up of 37 acres, 19 buildings, a mobile phone tower, and road infrastructure. The Facilities Manager will lead the site team to ensure that our site infrastructure is always improving, is compliant with current legislation, and is well presented to show that Luther Heights is a class leading organisation to our campers and stakeholders.

This role is a leadership role that is approximately 60% administration, 20% frontline customer service and 20% pitching in with the team. It will require a mixture of administration, customer service, leadership, hands on work and sales. It is best suited for someone who is willing to do whatever is needed whenever its needed.

The Facilities and Service Manager will have direct contact with our campers and their leaders.

You will be responsible for the following -

- Setting up and managing maintenance
- Organising improvement schedules of our buildings, vehicles, air conditioning, gardens and vegetation and site infrastructure
- Asbestos, fire and other compliance
- Managing our services and utilities
- Leading the team to greater cohesion, improved efficiency, and output wrapped up in a culture of team work and fun
- Staying within budget and working around our camper and guests on site.
- Managing the site across 24 hours

### About You

This is a truly diverse role and we are seeking a highly organised individual who can lead and support our team as we grow. Ideally you will have experience managing projects such as operations, resourcing and financial perspective. You are well respected, have exemplary communication skills, are a champion of servant leadership, and maintain a genuine desire to serve. You will also demonstrate the ability to think critically, plan effectively, and take the initiative in problem-solving to improve our offering to all those we serve.



### Qualifications and Experience

- Driver's license.
- Must secure and maintain an active Blue Card from the Commission for Children and Young People and Child Guardian during the period of employment.
- Proven experiencing in -
  - o Leading an operational team
  - o Project management
  - o Working within budgets
- Commercial acumen with a track record for developing trusted relationships
- Servant hearted - Focusing on all our stakeholders: Campers, team, suppliers and the greater Lutheran Church

### This is what we have to offer:

- Job security in a stable and flexible environment
- A fun, supportive working environment
- An ethical Christian organisation, that encourages you to be your best
- An important role that has true impact and real value
- Great autonomy in a varied role
- Exceptional professional development opportunities
- A jobsite with oceans views
- Input into larger leadership and management decisions

### We are looking for someone who...

- Is humble and can work as part of team
- Is a team player and solution focused
- Has the ability to hold the line; to achieve the best outcome for the customer and the camp
- Is able to obtain a Working with Children Blue Card
- Has proven experience in leading an operational team
- Has a working understanding and experience in project management
- Loves Jesus
- Is a practicing Lutheran or has a cultural working understanding of the Lutheran Church within Australia
- Has outstanding communication skills both written and verbally.
- Is keen to model Jesus – it's that simple and that difficult.
  - Humility
  - Passion
  - Integrity
  - Teaching
  - Guiding
  - Rebuking (good word isn't it)
  - Forgiving
  - When required the odd miracle could be useful.

### Salary

Considering your experience and expertise, this will range between \$85 – 95,000 p.a.



Please email Peter Schilling [peter.schilling@lutherheights.org.au](mailto:peter.schilling@lutherheights.org.au) or call 0457 529 664 for the selection criteria and more information.

Applications close July 4<sup>th</sup>.