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FACILITIES COORDINATOR, ACMA

POSITION DESCRIPTION

Position Title:	Facilities Coordinator, ACMA
Responsible To:	Operations Manager, ACMA
Council Portfolio	Corporate Services
Council Program:	Adelaide Central Market Authority (ACMA)
Classification Level:	Salaried, Level 4

Overview of Portfolio

The Corporate Services Portfolio provides effective and efficient services and insights to strengthen and grow our organisational capability, and support a culture of accountability, transparency and innovation. Additionally, the Portfolio provides the key support functions to ensure Council's subsidiaries, the Adelaide Central Market Authority and Adelaide Economic Development Agency, deliver their objectives in accordance with their respective Charters, statutory requirements and obligations.

Overview of Program

The City of Adelaide recognises the important economic and cultural role of the Market and has established the Adelaide Central Market Authority (ACMA) to build a solid and sustainable foundation for the Adelaide Central Market's future. The role of Adelaide Central Market Authority (ACMA), as a subsidiary of City of Adelaide (CoA), is to oversee the management and operations of the Adelaide Central Market as a commercially sustainable, diverse, iconic, and unique fresh produce market.

More than 8 million people visit the world-renowned Adelaide Central Market each year. A community favourite since 1869, the fresh food and produce Market is making history again with a once-in-a generation development which will more than double the Market's current footprint with opportunities to extend the exceptional collection of fresh produce, specialty food, beverage retailers, dining experiences. It is the Authority's vision to be the world's leading food and produce market.

All ACMA staff are employees of the City of Adelaide and ACMA sits within the Corporate Services Portfolio, which supports a culture of accountability, transparency and innovation.

Key Relationships / Interactions

Internal	<p>Employees and Board Members across the ACMA Program</p> <p>CoA employees across all Portfolios, Programs and Corporate Teams, particularly Infrastructure, UPark, and Adelaide Economic Development Agency</p> <p>CoA Leadership Team and Nominated Spokespersons</p>
External	<p>Adelaide Central Market Traders</p> <p>Contractors, Consultants, Builders and Facility Service Businesses</p> <p>State Government Statutory Agencies i.e. SAMFS, SAPOL, SafeWork SA.</p> <p>Federal Government Agencies i.e. ASIO, ASIS, T4, Weights & Scales etc.</p> <p>Local Government Association of South Australia</p> <p>Adjoining precinct associations and businesses – Market Square stakeholders, Market Plaza, Chinatown, neighbouring Hotels and Sir Samuel way Building</p> <p>Council partners, community organisations, ratepayers and the general public</p>

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Primary Purpose

The Facilities Coordinator supports the day-to-day and ongoing operational performance of the Adelaide Central Market. Reporting to the Operations Manager, this hands-on role is responsible for the practical coordination of building maintenance, facility inspections, contractor supervision, compliance activities and trader-facing operational support across the whole Market, including during the expansion transition period and beyond.

The role contributes to the ACMA Strategic Plan and the annual ACMA Business Plan and Budget by helping maintain a safe, clean, well-presented and operationally sound Market environment that meets the expectations of traders, customers and the broader community for an iconic retail facility.

Responsibilities

Facilities and building operations:

- Carry out regular inspections of Market buildings, facilities and infrastructure across the whole precinct, identifying defects, maintenance needs and safety hazards and escalating as required.
- Coordinate and supervise scheduled and reactive maintenance works, liaising with contractors and trades to ensure works are completed to agreed standards and within approved timeframes.
- Monitor and record the performance of contractors and service providers, including cleaning, security and building services, and report exceptions to the Operations Manager.
- Manage the day-to-day operation of the Building Management System (BMS), monitoring plant and equipment performance and escalating faults promptly.
- Maintain accurate records of all maintenance activities, inspections, preventive maintenance schedules and asset registers using CoA systems.
- Provide operational support during trader and common area fit-outs and refurbishments, monitoring works on site and ensuring compliance with Market requirements.
- Support the Operations Manager in the procurement of minor works and services, including preparing specifications, obtaining quotes and assessing contractor submissions, ensuring quality and cost effective outcomes for ACMA and traders.

Market expansion transition support:

- Provide on-the-ground operational support during the Market expansion project and beyond, assisting the Operations Manager, Site Manager and/or CoA Infrastructure team to coordinate works, manage access and minimise disruption to trading.
- Assist in the commissioning of new facilities and infrastructure within the Market, including coordinating defect identification and rectification processes.
- Contribute to establishment of operational procedures, maintenance schedules, systems and planning processes, to ensure the Adelaide Central Market is suitably operated and maintained above industry standards.
- Identify ways to optimise operational performance of the Adelaide Central Market and provide advice and information to the Operations Manager, General Manager ACMA and CoA Infrastructure.
- Report any security, cleaning or infrastructure matters to ensure best customer experience.

Compliance and work health and safety:

- Support the Operations Manager in ensuring the Market meets all relevant essential services, building compliance and statutory obligations, including fire safety, access control and food safety-related infrastructure.

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- Conduct WHS inspections and risk assessments, identify hazards and assist in implementing corrective actions as required.
- Maintain awareness of potential security risks and of the Market as a crowded place, supporting emergency management plans, events and security protocols and incident response procedures.
- Induct and ensure that contractors and on-site personnel are meeting WHS requirements.

Trader and stakeholder support:

- Respond promptly to trader operational queries and complaints, in collaboration with the ACMA Retail Manager, coordinating solutions and keeping traders informed throughout, in line with ACMA's commitment to strong business partnership relationships.
- Liaise with traders regarding planned maintenance works, facility shutdowns or operational disruptions, providing clear and timely communication.
- Support the coordination of Market activations and events from an operational perspective, including logistics, setup, permit compliance and post-event pack-down.
- Support ACMA Security in the coordination of loading operations.
- Represent ACMA professionally with contractors, traders and visitors in day-to-day interactions.

Reporting and administration:

- Contribute to operational reporting, providing the Operations Manager with timely updates on maintenance activities, contractor performance and emerging issues.
- Assist in the preparation of recommendations relating to facilities and operations matters.
- Contribute to budget awareness by tracking expenditure on maintenance activities and flagging cost variations.

Responsibilities for all employees:

- Model and champion an inclusive, respectful, and ethical workplace culture, aligned with our CoA values and Employee Behavioural Standards, actively promoting equal opportunity, diversity and equity.
- Adhere to organisational policies and WHS requirements while promoting a safe, inclusive environment that safeguards both physical and psychological wellbeing for self and others.
- Promptly report WHS incidents or near misses and use equipment, supplies, and personal protective equipment safely and responsibly.
- Adhere to security and safety requirements (physical and cyber) by following secure information/data handling practices and procedures that support and secure our systems.
- Proactively identify and report any cyber security risks, breaches, incidents, or suspicious activity such as phishing, unauthorised access, or mishandling of information.
- Complete all mandatory training and ongoing professional development.

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Position Criteria

Qualifications	A trade or technical qualification in building/construction, facilities management, engineering or a related discipline and/or commensurate demonstrated experience in the maintenance and operation of commercial buildings or retail facilities in lieu of formal qualifications.	Essential
Technical Knowledge & Experience	<p>A sound practical knowledge of:</p> <ul style="list-style-type: none"> • building maintenance activities, construction trades and facilities management, preferably in a commercial or retail environment • relevant legislation, codes and standards relating to building compliance and essential services. <p>Experience in operating or monitoring building management systems and security systems.</p> <p>Demonstrated experience in supervising contractors and inspecting completed works against specifications.</p>	Essential
Project Management	<p>Strong organisational skills with the ability to manage competing priorities, meet deadlines and maintain attention to detail.</p> <p>Ability to plan and coordinate maintenance programs, contractor schedules and site activities in an active retail or operational environment.</p>	Essential
Innovation & Initiative	<p>Self-motivated and results-oriented with the ability to identify issues proactively and initiate action.</p> <p>Demonstrated commitment to continuous improvement in operational systems and processes.</p>	Essential
Financial skills & acumen	<p>Ability to understand the financial implications of maintenance decisions and assist in tracking expenditure against budget.</p> <p>Experience in obtaining quotes, assessing contractor submissions and contributing to budget reporting.</p>	Essential
Resource Management & Decision Making	<p>Proven ability to prioritise and respond flexibly to changing operational demands.</p> <p>Confident in making sound day-to-day operational decisions and escalating appropriately when required.</p>	Essential
Customer Commitment & Integrity	<p>Demonstrated commitment to high-quality customer service, including the ability to liaise effectively and professionally with traders, contractors and members of the public.</p> <p>Ability to respond to complaints and queries in a timely and solution-focused manner.</p>	Essential






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Collaboration & Communication	<p>Proven ability to build positive working relationships and communicate clearly with a range of internal and external stakeholders.</p> <p>Well-developed written and oral communication skills, including the ability to document maintenance activities and liaise with traders.</p>	Essential
Administrative Skills	<p>Demonstrated ability to maintain records accurately. Intermediate skills in MS Office applications.</p>	Essential

Our Values

Our values will guide us towards becoming a stronger, more effective organisation with a positive and mutually beneficial work environment for everyone.

	<p>Achievement</p> <ul style="list-style-type: none"> • Deliver what matters • Ensure clarity of direction and unity of purpose • Inspire excellence and strive for outstanding results
	<p>Collaboration</p> <ul style="list-style-type: none"> • Work together to build successful teams and partnerships • Be open, inclusive, and share knowledge • Seek, provide, and act on feedback
	<p>Customer Commitment</p> <ul style="list-style-type: none"> • Know your customers and put them first • Listen to and understand customer needs • Be responsive, close the loop and deliver on promises
	<p>Integrity</p> <ul style="list-style-type: none"> • Own your actions, successes and mistakes • Act with transparency, honesty, and respect • Do what you say you will do
	<p>Innovation</p> <ul style="list-style-type: none"> • Look for ways to improve and create positive change • Think broadly and take a wider viewpoint • Be responsive to new ideas and opportunities

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Special Conditions

- Regular weekend will be required, with the Market moving to operating 7 days per week. This will include regular requirement to work on a Sunday, acting as Duty Manager for the Market on this day; including enacting emergency procedures (no previous experience required).
- Performance will be based upon the delivery of the agreed goals recorded in your Performance Review documentation.
- Some out of hours work may be required in order to meet the requirement of the role.
- An unencumbered South Australian Drivers Licence may be required.
- Forklift Licence (FL)
- A satisfactory Police Clearance may be required.
- A satisfactory Medical Clearance may be required.
- Where applicable, I have reviewed and understand the delegations associated with this position.

Physical Demands

Role	Facilities Coordinator
Work Area	Adelaide Central Market
Physical Demand Rating	Medium Work

The below table summarises the physical demands of this role.

Physical Demand	O	F	C	Description	FCA Notes
Sitting		✓		Office chair, occasional forklift	Critical Range of Motion: Shoulder to 120° flexion. Lift Capacity: Up to 20kg. Push / Pull Force: Moderate force using equipment (sack truck, market trolley) Environmental Factors: Working indoors mostly, in the office and central market. Task Rotation: Can change posture regularly. PPE: Professional attire.
Standing	✓			Varying periods	
Walking		✓		Varying distances, average 5 to 10kg per day	
Climbing	✓			Stairs and ladders	
Push / Pull	✓			Light to moderate force, sack truck, pallet jack, trolleys and equipment	
Squatting	✓			Accessing ground level for bollards and equipment from the stockroom	
Gripping	✓			Office equipment, tables, chairs, manual handling equipment	
Forward Reach	✓			Using gardening equipment and tools	
Lift	✓			Up to 20kg cartons of promotional stock, trestle tables, bollards, cartons of water (10kg)	
Carry	✓			Up to 20kg short distances	

O = Occasional (1–33%), F = Frequent (34–66%), C = Constant (67–100%).

***This is a general statement regarding the physical requirements of the role. The inherent physical requirements are underpinned by Job Dictionaries, which can be accessed by contacting the MySafety Team (OSCAR).**

Agreement

This Position Description is only descriptive of the type of duties to be undertaken by your during your employment and you accept the Corporation may require you to carry out any duties which are within your skills and competence.

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**** Electronic Offer**** By accepting your letter of offer electronically you are agreeing to the work profile / job description attached to your offer.