

## National Program Manager

2<sup>nd</sup> February 2019

<b>Position:</b>	National Program Manager
<b>Organisation:</b>	Hub Australia Pty Ltd
<b>Reports into:</b>	Chief Property Officer
<b>Start date:</b>	Early 2019
<b>Probationary period:</b>	6 months from original start date
<b>Location:</b>	National role, based in Sydney, but with regular travel expected
<b>Employment type:</b>	Permanent full-time
<b>Ordinary hours of work:</b>	You are expected to be contactable between 09:00 and 17:00 (Mon - Fri), and at other such times as are reasonably necessary given the project driven nature of the role. In addition to ordinary hours of work, you are expected to attend the biannual strategy gathering.
<b>Salary:</b>	To be discussed at interview stages.
<b>Phone allowance:</b>	\$100.00 per month
<b>Leave entitlements:</b>	As per leave policy.

### Who we are:

Hub Australia is a coworking community for growing businesses. We provide premium workspaces, business networks, and member services to a diverse range of businesses, with over 3000 members ranging from entrepreneurs, start-ups and NFP's, to larger corporate, government, and educational organisations across Melbourne, Sydney, Adelaide and Brisbane.

As a Hub Australia team member, you'll be part of a tight-knit group in an environment where no two days are the same. Live something bigger by working for a growing organisation and certified B-Corp that offers training and career development opportunities, all while working in the most beautiful coworking spaces in Australia.

As we continue to build the best place to create, share, and work with others, there's a perfect spot for you to grow with us.

**Your role:**

As the National Program Manager, you will play an integral role in ensuring that our clubhouses are delivered on time, on budget, and to our exacting and high-quality design standards to create a world leading coworking experience for our members. You will work in close collaboration with the Chief Property Office (CPO), City General Managers, Chief Product Officer and the broader Clubhouse Operations, Product and Member Experience teams across the organisation.

Not only will you be responsible for the technical assessment of potential new sites, and new build delivery, you will also be responsible for continually improving our existing spaces through refurbishments, enhancements and upgrades to comply with our ever-evolving Hub Design Bible.

You will play a key role in the delivery of all major capital expenditure projects for Hub. You will be the lead point of contact for external project managers and the broader consultant teams engaged on our projects, as well as contractors, landlords, property managers, statutory authorities, and other external parties with whom we liaise in the delivery of projects. In this position, you will develop long term relationships with key partners (consultants, contractors and suppliers) to drive value through education efficiencies and discounted fee rates.

You will work closely with the National Design Manager throughout all major projects to coordinate the activities of external design partners, as well as the various Hub stakeholders. External partners and internal stakeholders need to be very clear on our quality, time and cost parameters for each project – we cannot afford to have projects which are over budget, behind program, or not to the desired quality standard.

The overall purpose of the role is to:

**Generally:**

- At a general level, be responsible for all new site technical due diligence and construction projects to be undertaken on behalf of Hub, along with major CAPEX projects, working closely with the Chief Property Officer (CPO), National Design Manager, Member Experience, Operations, and Shared Services;

**Technical Due Diligence:**

- Competitively procure, appoint and coordinate consultant teams to undertake technical due diligence for proposed new sites. Report against specific Hub criteria for new buildings. Typical TDD includes for planning/statutory

controls, services engineering, hazardous materials, and other building specific concerns;

- Procure test fit plans from Hub's preferred design partner, Bates Smart, via our National Design Manager;
- Obtain pricing estimates for the fitout costings based on the test fit plans;
- Advise on required landlords' scope of works, and assist CPO in negotiation of heads of agreement, agreement for lease, and lease documents as relates to any technical / constructions issues;

#### **New site fitout and CAPEX to existing sites:**

- Work closely with the National Design Manager to create amazing new clubhouses for our members, which comply with the requirements of the Hub Design Bible in place at the time of project briefing. Design quality and efficiency is paramount to Hub, and must always be considered a priority;
- Procure project managers for individual projects in a commercially competitive environment based on a detailed scope of service, including project management and cost management services;
- Lead and oversee external project managers appointed to each individual project;
- Procure (in a competitive environment), appoint, and effectively manage third party consultants and contractors, via the external project manager, to ensure on time, on cost, and to design standard, delivery of all new major projects and construction CAPEX works;
- Obtain all necessary consents (heritage, planning, building code, landlord) for all works to ensure Hub's compliance with the law and with its lease covenants at all times;
- Coordinate suitable national resources to manage and deliver on-time, on-budget, and to the required design standard (always compliant with the Hub Design Bible) new clubhouse sites as Hub expands across Australia based on 3 to 4 new sites per year;
- Working with the National Design Manager, scope, specify, manage and deliver on time and on budget construction related capital upgrade projects relating to existing Hub sites. We plan one major upgrade of every existing site per year;
- Ensure that works to existing sites are undertaken with the members interests first – their experience cannot be negatively impacted during upgrade projects. Consider our sites as similar to working in a live hotel environment. Keep the clubhouse managers and general managers apprised of every detail of the work and timing in the lead-in to works occurring, during the works, and during defects rectification – treat them as your client;

- Implement a rigorous completion and handover regime for all works, ensuring that General Managers and clubhouse teams are trained in how to operate new facilities, and the impacts of CAPEX projects;
- Operational handover regime – Fully define, document, and implement an operational handover regime with inputs from the GM's, MX, CEO, CPO and COO. Include communications planning. Operational handover for Hub is the completion of every aspect of a space so the members can use the space as intended;
- Work closely with the Technology Infrastructure and Facilities team and National Design Manager on process improvements to ensure consistency of approach with CAPEX projects, and to gain commercial leverage with third party suppliers;
- Implement best practice in project delivery, and develop standard operating procedures and checklists for all tasks;

#### **Process Improvements:**

- Standardise Hub fitout and CAPEX project management insofar as practicable – ensure process is clear and concise;
- Work with the National Design Manager in the regular review and revision of the “Hub Design Bible”;
- Balance standardisation of fit-out, amenity and functionality across sites, whilst still allowing for a uniqueness and character that connects with the building, local community and membership of each clubhouse;
- Work with third party consultants and the National Design Manager to optimise space budgets to achieve more desks per sqm whilst enhancing member and staff experience through better member amenity;
- Deliver process improvements and systems implementation relating to the role;
- Create checklists for key processes to ensure that nothing is missed;
- Create a preferred panel of consultants nationally from whom competitive quotations can be obtained on a project by project basis;
- Procure 2 proactive CAPEX contractors for each state who can provide reactive CAPEX/maintenance services, as well as handling small to medium sized CAPEX projects;
- Assist the National Design Manager with better leveraging Hub's scale with FFE suppliers to drive efficiencies and better delivery timeframes.

#### **Reporting:**

- Provide financial reports and CAPEX plans for annual budgeting and regular management updates;

- Maintain 100% accurate CAPEX records at all times – future forecasts, actual versus estimate and variance reporting, board summaries. It is the role of the National Program Manager to have absolute control of the significant CAPEX budget of Hub.
- Report formally on a weekly basis on the progress of all activities.

### **Important metrics:**

- KPI's will be developed that are specific to your role and the plan for the year ahead. These are reviewed every 6 months.

### **What you'll need:**

- 7 years minimum experience specialising in workplace or hospitality project management, ideally with some experience in flexible office environments and coworking;
- Experience in hospitality projects (café, restaurant, hotels) desirable.
- Enthusiasm and energy for your role, for coworking, and for Hub;
- A collaborative approach to your work – we have lots of internal stakeholders, members, and broader project teams to involve and motivate;
- An eye for detail – It's the small things that often make a big impact;
- Excellent time management skills – there is a lot to do!
- Software skills relevant for your role – MS Project/Gantt chart software; typical business software.

### **What you'll be rewarded with:**

- Being a key member of an energetic, dynamic and fun national team who stand for more than their bottom line;
- Being part of a [B-Corp](#) certified company with a vision and plan to use Hub Australia as a force for social and environmental good, and to make a difference in the world;
- Having access to a personalised training and professional development program to grow your skills and career;
- Being supported to make social and environmental impact with paid volunteer leave each year;

- An invitation to our biannual company-wide conference – these are a lot of fun!

All this while working in one of Hub Australia's beautiful workspaces!

**To apply, please send a copy of your resume and cover letter to [hello@hubaustralia.com](mailto:hello@hubaustralia.com) with National Program Manager in the headline. We look forward to hearing from you.**