

POSITION DESCRIPTION

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|--|---------------------------------------|--------------------------------|--------------|
| Position Title | Facility Services Officer | | |
| Organisational Unit | Properties and Facilities Directorate | | |
| Functional Unit | Facilities Management | | |
| Nominated Supervisor | Facilities Manager | | |
| Higher Education Worker (HEW) Level | HEW 4 | Campus/Location | All Campuses |
| CDF Achievement Level | 1 All Staff | Work Area Position Code | TBA |
| Employment Type | Full-time, Continuing | Date reviewed | January 2018 |

ABOUT AUSTRALIAN CATHOLIC UNIVERSITY

Mission Statement: *Within the Catholic intellectual tradition and acting in Truth and Love, Australian Catholic University is committed to the pursuit of knowledge, the dignity of the human person and the common good.*

Australian Catholic University (ACU) is both a Catholic University and a public institution within the Australian higher education sector. ACU is an inclusive community which welcomes students and staff of all beliefs. The University is committed to a strong Catholic ethos and seeks to foster and promote teaching and learning, research and scholarship, and community engagement in the Christian tradition. As valued members of our community, all staff members are expected to have an understanding of ACU's [Mission](#) and values and to demonstrate an active contribution to them.

The University shares with universities worldwide a commitment to quality in teaching, research and service. It aspires to be a community characterised by free enquiry and academic integrity.

The University chooses to focus on areas of teaching and research that are closely connected with its particular character as a University that is Catholic, public and national. The focus areas are Theology and Philosophy, Health, Education, and the Common Good and Social Justice.

ACU has over 2,500 staff supporting more than 34,000 students across seven campuses – Adelaide, Ballarat, Brisbane, Canberra, Melbourne, North Sydney and Strathfield.

The structure to support this complex and national University consists of:

- Provost
- Chief Operating Officer & Deputy Vice-Chancellor
- Deputy Vice-Chancellor, Research
- Deputy Vice-Chancellor, Students, Learning and Teaching

Each portfolio consists of a number of Faculties, Research Institutes or Directorates. The Directorate of Identity and Mission drives both the Identity and the [Mission](#) of the University. In addition, five Associate Vice-Chancellors and Campus Deans focus on the University's local presence and development of the University at the local 'campus' level.

The University pursues performance excellence and offers an environment where staff are valued and rewarded. Staff are expected to demonstrate a commitment to continuous improvement and to participate fully in resolving issues to achieve and maintain quality standards relevant to role. Further information about a career with ACU is available at www.acu.edu.au.

ACU is committed to diversity and social inclusion in its employment practices. Applications from Aboriginal and Torres Strait Islander people, people with disabilities and people from culturally diverse groups are encouraged.

ABOUT THE PROPERTIES AND FACILITIES DIRECTORATE

Operating within the ACU's Infrastructure Portfolio, the Properties and Facilities Directorate is led by the Director of Properties and Facilities and two distinct operating arms. The Director is responsible for overall strategic planning and governance. The two sections of the directorate are managed by;

1. Associate Director Facilities Management, and
2. Associate Director Development and Major Projects.

The Properties and Facilities Directorate is a highly visible customer service-centric unit, interacting with a number of internal and external stakeholders and therefore must be presented with the utmost professionalism at all times. Staff will be required to wear a uniform including the Personnel Protective Equipment as and when required.

POSITION PURPOSE

The purpose of this position is to deliver multi-skilled general duties to the campus community that focuses on streamlined customer service excellence by staff who are knowledgeable, flexible and hospitable. The position is a multi-purpose role involving a combination of general handyman (building repair), logistic support and minor administrative duties that will meet the need of the wider campus community. This role is a flexible operating role that is highly client focused that requires a person with excellent communication skills, who is self-motivated and is knowledgeable in how an efficient and effective facilities management department should operate.

POSITION RESPONSIBILITIES

Introduction

A number of frameworks and standards express the University's expectations of the conduct, capability, participation and contribution of staff. These are listed below:

- ACU Strategic Plan 2015-2020
- Catholic Identity and Mission
- ACU Capability Development Framework
- ACU Staff Enterprise Agreement including provisions in relation to Performance Excellence

The [Capability Development Framework](#) in particular is important in understanding the core competencies needed in all ACU staff to achieve the University's strategy and supports its mission.

Key responsibilities

| Key responsibilities specific to this position | Relevant Core Competences (Capability Development Framework) | Scope of contribution to the University | | | |
|--|--|---|-----------------------|-----------------------------|----------------------------|
| | | Within the work unit or team ✓ | School or Campus ✓ | Faculty or Directorate ✓ | Across the University ✓ |
| <p>Technical</p> <ul style="list-style-type: none"> - Undertake general building and services repairs including handyman services, locks & keys, carpet, logistics etc. - Undertake logistics services involving meetings, events, office set-ups, relocations and support services to the wider Properties & facilities Directorate. - Perform all tasks effectively, efficiently and to a high degree of workmanship, maintaining a superior standard of workmanship and presentation, and eliminating the need to rectify previously performed work. - Ensure WHS measures are implemented and practiced including wearing necessary uniforms and PPE. - Share skills and knowledge with team members to build capability and support a culture of learning and improvement within the work unit. - In conjunction with the Facilities Manager, coordinate and provide advice to sub-contractors regarding University building operations, infrastructure and protocols. - Undertake any other duty or reasonable request made by the University, aligned with service requirements and organisational goals and appropriate for the level of the position. | <ul style="list-style-type: none"> • Responsible for achieving excellence • Communicate with impact • Know ACU work processes | | ✓ | | |

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| | | Within the work unit or team ✓ | School or Campus ✓ | Faculty or Directorate ✓ | Across the University ✓ |
| <p>Administration:</p> <ul style="list-style-type: none"> - Access and use computer software solutions to read, create, update, print out and complete work requests. - Access electronic asset and building data including cad drawings (ACUSIS) to identify location requirements and present solutions to clients or supervisor, depending on the complexity of the request. - Determine the most appropriate resources and solutions to fixing routine building related issues and provide options, resources and solutions to clients, and seek guidance from the supervisor regarding the appropriate actions and response for complex issues. - Provide administrative support to the Facilities Manager, this may involve learning new administration skills, such as contractor management and purchase orders - Assist with the relief of other staff members as and when requested by the University. | <ul style="list-style-type: none"> • Responsible for achieving excellence • Communicate with impact • Know ACU work processes | | ✓ | | |

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| <p>Customer Service:</p> <ul style="list-style-type: none"> - Proactively complete service requests so that work request completion rates exceed 99% each month. - Work in an environment that is self-motivating and autonomous so that work requests and daily tasks are (where possible and expected) completed each day before the end of the working shift. - Frequently communicate and work with workplace colleagues to deliver a seamless customer service experience to all clients. - Coordinate and communicate within the Workplace with all staff to ensure the best possible delivery of customer service is maintained and adopted in every area of your work. | <ul style="list-style-type: none"> • Responsible for achieving excellence • Communicate with impact • Know ACU work processes | | ✓ | | |

HOW THE ROLE OPERATES

Key Challenges and Problem Solving

- 1) Meet identified service standards, including managing the Facility Managements Works in Progress status so that the team can achieve and maintain a monthly KPI rating of higher than 99% successful completion of Work Requests within the specified time allocations.
- 2) Multi-task and prioritise queries in a busy customer service centric department, remaining calm, professional and courteous at all times.
- 3) Develop and maintain a detailed working knowledge of the campus's geographic location of buildings, areas and staff to optimise response times and promote and contribute to a balanced workload amongst team members.
- 4) Develop and maintain a detailed knowledge of ACU's building systems, functions and equipment in order to competently provide advice and services to the greater campus community, Properties & Facilities Management and Service Providers.

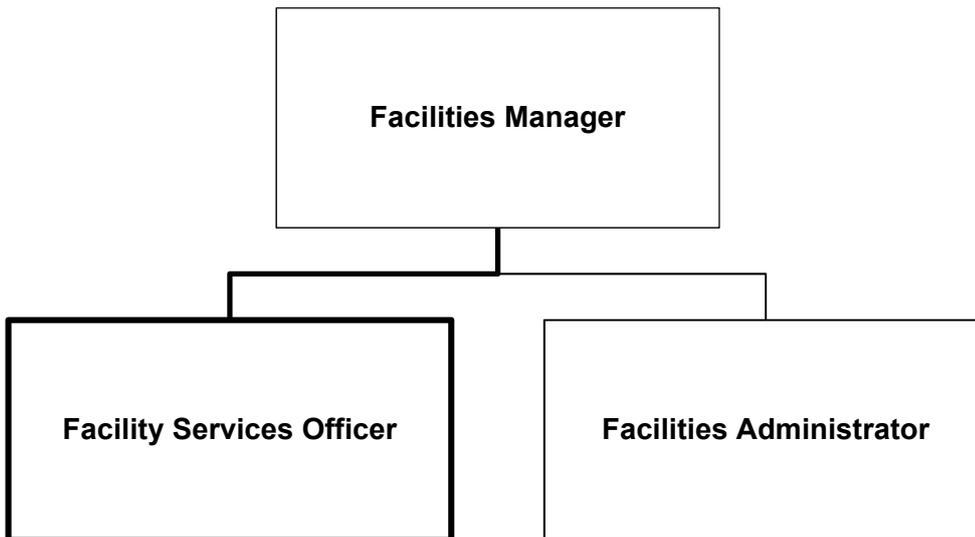
Decision Making / Authority to Act

- The position holder sequences and prioritises work tasks assigned to them.
- The position holder is informed by existing policies, procedures, standards and protocols in order to determine responses or actions.
- The position holder is required to use their judgement in completing requests and know when to escalate matters that are complex in nature to the supervisor.
- The position holder identifies discrepancies and irregularities and escalates and reports these to their supervisor.

Communication / Working Relationships

- The position holder liaises with internal and external stakeholders to meet and exceed service standards and the communities' expectations with multiple direct and indirect service delivery tasks.
- The position holder is a highly communicative point of contact for both internal and external service providers managing the life cycle of service requests and following up with clients and stakeholders to ensure that they are kept abreast of developments and actions being taken by staff within the Directorate.
- The position holder must have a high level of facility operations competency covering multiple trades and skills from Engineering, Building Services, Security, Cleaning, Landscaping, Concierge, Minor Projects, Work Health & Safety and able to understand the ACU business processes to ensure clients see a seamless approach to service delivery regardless of who is performing the work.
- The position holder is considered a key focal area of building services knowledge and understanding of ACU's service standards, responses and quality of finishes. The position holder must have the ability and aptitude to say "No" that does not meet our service standards or quality of finish and escalate for further action if appropriate responses are not received.

Reporting Relationships



For further information about structure of the University refer to the [organisation chart](#).

SELECTION CRITERIA

Qualifications, skills, knowledge and experience

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| 1. | Demonstrated knowledge and understanding of: <ul style="list-style-type: none"> the correct application of painting and decorating techniques in a corporate or tertiary education environment; and the investigation of air conditioning complaints, faults and repairs in a corporate or tertiary education environment; and the investigation of ironmongery (locks/ door hardware and keys) faults and repairs. |
| 2. | Proven and demonstrated prior experience in the correct set up of an office in a corporate or tertiary education environment. |
| 3. | Proven and demonstrated prior experience in the utilisation of computer software programs to prioritise work requests including whole of scope and work request life cycle. |
| 4. | Demonstrate prior experience utilising administrative knowledge of computer software programs, databases and registers. |
| 5. | To be capable to work within a multi-skilled workplace that will involve lifting, moving, setting-up and transferring of materials, items. |
| 6. | Demonstrated capabilities and willingness to assist other work colleagues in the relief of their duties during short term absenteeism where the promotion of multi-skilling, cross exposure and skills development was promoted and encouraged. |
| 7. | Demonstrated prior experience and knowledge in selected elements involved in the testing or certifying a building for building compliance and the annual certification processes. |

Core Competencies (as per the [Capability Development Framework](#))

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| 8. | Demonstrate confidence and courage in achieving ACU's Mission, Vision and Values by connecting the purpose of one's work to ACU's Mission, Vision and Values. |
| 9. | Demonstrated commitment to delivering stakeholder centric service and keeping stakeholder interests at the core of business decisions to maintain service excellence. See the ACU Service Principles . |

Other attributes

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| 10. | Demonstrated commitment to cultural diversity and ethical practice principles and demonstrated knowledge of equal employment opportunity and workplace health and safety, appropriate to the level of the appointment. |
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Desirable

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| 1. | A Building Trade Certificate III or IV from a recognised technical college or completion of at least 50% of a Facilities Management Diploma Course or the commitment to complete such a course within 36 months of the appointment. |
| 2. | A thorough understanding and knowledge in Work Health and Safety requirements involving a trade workplace, JCA and/ or SWiM's and access permits. |