



POSITION DESCRIPTION – WORKPLACE MANAGER

Position Details

Position Title:	Workplace Manager
Position Number:	NEW
Portfolio:	Operations
School/Group:	Property Services
Campus Location:	Based at the City campus, but may be required to work and/or be based at other campuses of the University.
Classification:	HEW 8 Salary Schedule: http://www.rmit.edu.au/browse;ID=ewhltt73t01
Employment Type:	Continuing
Time Fraction:	1

RMIT University

RMIT is a global university of technology, design and enterprise in which teaching, research and engagement are central to achieving positive impact and creating life-changing experiences for our students.

One of Australia's original educational institutions founded in 1887, RMIT University now has 83,000 students including 12,000 at postgraduate level.

The University enjoys an international reputation for excellence in professional and vocational education, applied and innovative research, and engagement with the needs of industry and the community.

With three campuses in Melbourne (City, Brunswick and Bundoora), two in Vietnam (Hanoi and Ho Chi Minh City) and a centre in Barcelona, Spain, RMIT is a truly global university. RMIT also offers programs through partners in Singapore, Hong Kong, mainland China, Indonesia and Sri Lanka, and enjoys research and industry partnerships on every continent.

RMIT prides itself on the strong industry links it has forged over its 130-year history. Collaboration with industry is integral to the University's leadership in applied research and education, and to the development of highly skilled, globally focused graduates.

We are a 5-Star university under the QS Stars international evaluation system and are 16th in the world among universities less than 50 years old (2016–17 QS Top 50 Under 50 index).

www.rmit.edu.au

Property Services

Property Services is located in the Operations Portfolio which is the services nucleus of RMIT and the focus for the development of the finance, people development infrastructure and systems that provide administrative capacity to the University.

Property Services has approximately 110 staff and has the responsibility to operate, maintain and enhance the buildings owned and leased by RMIT University, oversee construction projects and ensure the provision of physical facilities services.

The Group has an operating budget in excess of \$40M and prospective capital projects of over \$100M per annum for the next few years in Melbourne and Vietnam. RMIT's built environment involves approximately 110 buildings in Melbourne spread across all of RMIT's campuses and sites.

Property Services consists of the following branches:

- Real Estate Services
- Facilities and Asset Management
- Capital Works
- Campus Planning and Services
- Reporting & Compliance

For more information please visit: www.rmit.edu.au/propertyservices

Position Summary

The position of Workplace Manager is responsible for the coordination and delivery of high quality and people focused BAU operational outcomes. The position is an integral part of the building management structure and is required to develop relationships and work closely with the service team, key stakeholders, building occupants, contractors, and guests.

Reporting Line

Reports to: Director, Campus Planning and Services

Direct reports: 4

Organisational Accountabilities

RMIT University is committed to the health, safety and wellbeing of its staff. RMIT and its staff must comply with a range of statutory requirements, including equal opportunity, occupational health and safety, privacy and trade practice. RMIT also expects staff to comply with its policy and procedures, which relate to statutory requirements and our ways of working.

Appointees are accountable for completing training on these matters and ensuring their knowledge, and the knowledge of their staff, is up to date.

Key Accountabilities

- Lead and deliver workplace services, ensuring consistently high levels of customer service satisfaction and strategic delivery in line with operational requirements.
- Ensure all workplace tasks are being managed within agreed timeframes and procedures are followed accurately
- Requires strong working knowledge of the key sites, amenities and business stakeholders.
- Coordinate site operations to ensure minimal disruption to the business operations.
- Lead a team of guest services agents to ensure the team provides an exceptional service
- Rostering staff for the receptions.
- Walk the site daily including meeting rooms, kitchens, utilities rooms etc, to ensure everything functioning as it should, report any outages.
- Daily interaction with business unit leaders and teams.
- Reinforce workplace behaviours as an agile work ambassador
- Welcome and induct new staff and guests into the workspace
- Manage unique breakout spaces and meeting points (ie Large event space, the Ngargee)
- Troubleshoot basic audio visual and IT concerns
- Constantly monitor the workplace
- Manage the operational budget for stationery, kitchen items, newspapers, fruit services, including monthly analysis and forecasting.
- Responsible for the use and maintenance of the workplace management tool, including monthly reporting on utilisation metrics.

Key Selection Criteria

1. Demonstrated experience in managing a team and coordinating service rosters.
2. Demonstrated stakeholder management experience, providing high end service.
3. Strong understanding of financial terms and principles and the ability to prepare budgets and financial analysis.
4. Strong knowledge of workplace electrical and mechanical systems, workplace ergonomics, corporate security systems, workplace health and safety, workplace sustainability and environmental management, workplace fire and life safety procedures, workplace risk assessments, space planning and design management.
5. Superior attention to detail coupled with excellent administration and communication skills (written and verbal).
6. IT savvy, including a basic understand with the desire to further develop.
7. Demonstrated ability to handle conflicting priorities, in a fast paced environment whilst maintaining composure.
8. A track record of going above and beyond

Qualifications

- Qualifications in a related field preferred or equivalent level of expertise gained through substantial relevant experience.

Endorsed:	Signature: Name: Nicole Eaton Title: Director, Campus Planning & Services. Date:	Approved:	Signature: Name: Chris Hewison Title: Executive Director, Property Services Date:
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