THE UNIVERSITY OF QUEENSLAND

The University of Queensland (UQ) contributes positively to society by engaging in the creation, preservation, transfer and application of knowledge. UQ helps shape the future by bringing together and developing leaders in their fields to inspire the next generation and to advance ideas that benefit the world. UQ strives for the personal and professional success of its students, staff and alumni. For more than a century, we have educated and worked with outstanding people to deliver knowledge leadership for a better world.

UQ ranks in the world's top universities, as measured by several key independent ranking, including the Performance Ranking of Scientific Papers for World Universities (45), the US News Best Global Universities Rankings (52), QS World University Rankings (51), Academic Ranking of World Universities (55), and the Times Higher Education World University Rankings (60). UQ again topped the nation in the prestigious Nature Index; and secured a greater share of Australian Research Council grants in 2016 ($24.5 million) than any other university nationally.

UQ has an outstanding reputation for the quality of its teachers, its educational programs and employment outcomes for its students. Our students remain at the heart of what we do. The UQ experience – the UQ Advantage – is distinguished by a research enriched curriculum, international collaborations, industry engagement and opportunities that nurture and develop future leaders. UQ has a strong focus on teaching excellence, winning more national teaching excellence awards than any other in the country and attracting the majority of Queensland's highest academic achievers, as well as top interstate and overseas students.

UQ is one of Australia’s Group of Eight, a charter member of edX and a founding member of Universitas 21, an international consortium of leading research-intensive universities.

Our 50,000-plus strong student community includes more than 13,000 postgraduate scholars and more than 12,000 international students from 144 countries, adding to its proud 230,000-plus alumni. The University has about 7,000 academic and professional staff and a $1.7 billion annual operating budget. Its major campuses are at St Lucia, Gatton and Herston, in addition to teaching and research sites around Queensland and Brisbane city. The University has six Faculties and four University-level Institutes. The Institutes, funded by government and industry grants, philanthropy and commercialisation activities, have built scale and focus in research areas in neuroscience, biomolecular and biomedical sciences, sustainable minerals, bioengineering and nanotechnology, as well as social science research.

UQ has an outstanding track-record in commercialisation of our innovation with major technologies employed across the globe and integral to gross product sales of $11billion+ (see http://uniquest.com.au/our-track-record).

UQ has a rapidly growing record of attracting philanthropic support for its activities and will have further success in this area as an important strategic aim going forward.

POSITION DESCRIPTION

Position Title: Planner
Organisation Unit: Property and Facilities Division
Position Number: 
Type of Employment: Continuing full-time
Classification: HEW 6

THE UNIVERSITY OF QUEENSLAND
Organisational Environment

The University has 3 campuses located at St. Lucia, Gatton and Herston. The University also operates a number of sites in Brisbane, including the Medical School and Long Pocket site as well as a number of research stations and farms throughout Queensland.

The Property & Facilities Division (P&F) is responsible for delivering comprehensive facilities management that support the University's teaching and research goals and its strategic objectives of Learning, Discovery and Engagement.

To achieve this, and to further improve the environment in which members of the University community study, work and live, P&F provide a range of services. These include: Infrastructure & Sustainability (i.e energy management, sustainability office, engineering services), Project Delivery (i.e new buildings, refurbishments, feasibilities), Planning & Property (i.e. master planning, leasing, space management), Campus Operations (i.e. building maintenance, grounds and playing field maintenance, fire safety, security and parking, transport, cleaning, furniture, logistics, UQ fleet, mail dispatch).

UQ's environmental sustainability initiatives have gained significant recognition. Property and Facilities Division, manages the University's Environmental Management System, provides advice, and promotes best sustainability practices at UQ. The website provides a single point for the University to communicate its initiatives and successes in embedding sustainability throughout its operations, learning, discovery and engagement. By browsing the site, the community has access to information on their sustainability study options, UQ's research in the area of sustainability, partnerships with community industry and government, and the University's carbon management strategy. I encourage you to visit the website at www.uq.edu.au/sustainability

Further information about the Property and Facilities Division may be accessed on the Division’s web site at http://www.pf.uq.edu.au

Information for Prospective Staff

Information about life at UQ including staff benefits, relocation and UQ campuses is available at - http://www.uq.edu.au/current-staff/working-at-uq

DUTY STATEMENT

Primary Purpose of Position

The Planner is responsible for the scheduling of all preventative and corrective maintenance requests to Campus Operations staff from University clients. The position will maintain strong client relationships with faculty/institute clients across the University for the delivery of all maintenance requests. The position will provide regular feedback to clients on work allocations and completion times.

Duties

Duties and responsibilities include, but are not limited to:

- Build relationships with key stakeholders in a large, complex faculty/ institute/ administrative organisation, as well as with Campus Operations maintenance staff and contractors; ensuring that effective channels of communication are maintained.
- Extensive experience liaising with internal and external stakeholders and engaging in stakeholder management.
- Plan and monitor the allocation of work to internal staff and external contractors undertaking work for Property and Facilities Division.
- Advanced systems, database and computing skills with the ability to create and run system
database required for the effective management of staff workloads.

- Establish and manage client communication in relation to work priority and scheduling of all preventative and corrective maintenance requests.
- Ability to manage complexity and resolve conflicts that may arise across balancing multiple priorities.

**Other**

Ensure you are aware of and comply with legislation and University policy relevant to the duties undertaken, including but not exclusive to:

- the [University’s Code of Conduct](#)
- requirements of the Queensland occupational health and safety (OH&S) legislation and related [OH&S responsibilities and procedures](#) developed by the University or Institute/School
- the adoption sustainable practices in all work activities and compliance with associated legislation and related University [sustainability responsibilities and procedures](#)
- requirements of the Education Services for Overseas Students Act 2000, the National Code 2007 and associated legislation, and related [responsibilities and procedures](#) developed by the University

**Reporting Relationships**

The position reports to the Asset Performance and Services Manager who in turn reports to the Associate Director, Campus Operations.

**SELECTION CRITERIA**

1. Completion of a degree with subsequent relevant experience or extensive relevant work experience; or an equivalent combination of relevant experience and/or education/training.
2. Ability to handle high volumes of requests whilst maintaining excellent customer service.
3. Sound interpersonal skills, ability to work in a team environment with well-developed customer service skills in delivering services to building occupants.
4. Exceptional attention to detail.
5. Demonstrated extensive knowledge of maintenance process and systems as applied to buildings and building services, including laboratories or similar complex technical facilities.
7. Extensive knowledge of building services, especially in relation to large complex buildings with scientific research facilities or similar complex technical facilities
8. Excellent problem solving skills and a solutions orientated approach to issues and challenges.
9. Excellent written and verbal communication skills.
10. Highly self-motivated, decisive, with good organisational skills and time management skills.
11. Strong administrative skills.
12. Ability to be part of a team environment and to influence and persuade a wide range of stakeholders.
13. Demonstrated ability to work accurately and efficiently under pressure and to strict deadlines, with a high degree of autonomy.
14. Superior time management and prioritisation skills with ability to prioritise own workload and work
independently.

15. Sound knowledge with the Microsoft Office suite.

16. Professional, outgoing and motivated individual.

17. You must be a self-starter requiring a minimum of supervision, highly motivated with a will to learn and develop new skills.

The University of Queensland values diversity and inclusion and actively encourages applications from those who bring diversity to the University. Please refer to the University’s Diversity and Inclusion webpage (http://www.uq.edu.au/equity) for further information and points of contact if you require additional support.

This role is a full-time position; however flexible working arrangements may be negotiated.

Accessibility requirements and/or adjustments can be directed to the contact person listed in the job advertisement.