

POSITION DESCRIPTION

Position Title:	Client Facility Coordinator (CFC)
Organisation Unit:	Property and Facilities Division
Position Number:	3041620
Type of Employment:	Continuing full-time
Classification:	Hew Level 6

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 CWTS Leiden Ranking (32), the Performance Ranking of Scientific Papers for World Universities (43), the US News Best Global Universities Rankings (42), QS World University Rankings (48), Academic Ranking of World Universities (55), and the Times Higher Education World University Rankings (69). Excluding the award component, UQ is now ranked 45th in the world in the ARWU, and is one of the only two Australian universities to be included in the global top 50.

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 52,000-plus strong student community includes more than 16,400 postgraduate scholars and more than 15,400 international students from 135 countries, adding to its proud 250,000-plus alumni. The University has more than 6,600 academic and professional staff (full-time equivalent) and a \$1.75 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 this will be a strategic focus going forward.

Organisational Environment

The Property & Facilities Division (P&F) is responsible for delivering comprehensive facilities operations to the University community by using integrated systems and services to support the University's teaching and learning, research endeavours and strategic objectives. 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 of Campus Operations, Infrastructure and Sustainability, Planning and Property and Project Delivery.

Campus Operations is responsible for operations in the areas of Grounds, Maintenance, Security, Fire Services, Transport Systems, Cleaning, the Gatton Printery, Fleet Services, Furniture, Mail, Store, Asset Performance and Services and Compliance.

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 Client Facility Coordinator is responsible for maintaining strong client relationships with faculty / institute clients across a Precinct Area for the delivery of all maintenance services. The position will carry out statutory, preventative and corrective maintenance services across the range of facilities within the Precinct Area.

The Client Facility Coordinator is accountable for the effective provision of maintenance services to meet the operational and strategic needs of clients within a Precinct Area. The role is responsible for coordinating the end to end delivery of maintenance services and implementing maintenance projects and initiatives aligned to client needs and the broader University and Property and Facilities strategy. The role ensures all maintenance work carried out is in compliance with relevant policies and / or external legislative and regulatory controls.

Duties

Duties and responsibilities include, but are not limited to:

Client Focused Strategy and Planning

- Contribute to the development of client maintenance strategies and plans aligned to current and future facilities management issues, and the ongoing operational needs for a clients within a Precinct Area.
- Monitor emerging and current maintenance issues and trends, and identify the implications for the ongoing provision of maintenance advice and support within the parameters of the UQ facilities management framework.

- Support the implementation of maintenance strategies, projects and initiatives for a Precinct Area, ensuring alignment to client plans, business unit objectives and Property and Facilities Division strategies.
- Build relationships with key stakeholders in a large, complex faculty / institute / administrative organisation, as well as with Asset Services maintenance staff and contractors, ensuring that effective channels of communication are maintained.
- Advise clients within the Precinct Area on Property and Facilities policies, services and activities, as well as coordinating the implementation of Property and Facilities policies and procedures to clients within the Precinct Area to ensure policies as well communicated, understood and upheld at all times.
- Ensure all works undertaken complement the University's teaching program and other primary activities and that disturbances are avoided or minimised wherever possible, as well as coordinate the provision of other Property and Facilities services and resources accordingly.

Operational Service Delivery Excellence

- Carry out statutory, preventative and corrective maintenance services on building systems, under the direction of the Client Facility Manager, including
 - Carrying out repairs within area of expertise and training
 - Use a broad range of facilities management and maintenance expertise to fault finding and diagnose maintenance requirements
 - Assess and determine work to be carried out by Precinct Area team members or contractors
 - Source, obtain and assess quotes for work to be completed by contractors
 - Act as client liaison throughout the project and through to task completion, including obtaining client feedback and reviewing project outcomes
- Supervise and coordinate building related trades and contractors by providing direction in the scheduling, execution and inspection of maintenance activities to ensure that:
 - staff members and contractors perform the work within their area of responsibility;
 - work is performed to a satisfactory standard of workmanship;
 - work is completed within agreed budgets and timeframes; and
 - contractor payments are authorised.
- Control, operate and assist in the day to day running of the onsite HVAC, Fire, Electrical, Plumbing, Building Management and Security Control Systems.
- Provide back up support for other trade disciplines as well as after-hours technical back up and be an active member of the call out roster team.
- Complete set tasks to operate Property and Facilities work order, purchasing and financial control systems, under the direction of the Client Facility Manager.
- Participate in projects to ensure operation and functionality of existing plant equipment.
- Audit existing systems to identify weaknesses and to develop and implement cost effective solutions.
- Maintain records and documentation for systems, including schematic diagrams, device details and cabling, and ensure asset data associated with the Precinct Area is accurately maintained and regularly updated.
- Assist in the development and implementation of statutory, preventative and corrective maintenance programs.

- Carry out regular inspection of facilities and provide advice to the Client Facility Manager on a wide range of building issues and condition assessments.
- Participate in commissioning and defects liability stages of building projects carried out by the Property and Facilities Division to represent life cycle maintenance considerations.
- Utilise facilities management systems across a broad client base, including facilities management software systems.
- Report to the Client Facility Manager on client priorities and asset performance in general, and on particular building operational issues.
- Co-ordination of any reasonable facilities management services to support the Precinct maintenance model.

Aligned Leadership and Team Collaboration

- Collaborate with maintenance staff and contractors to facilitate a seamless and effective maintenance service and look for opportunities to enhance service quality, effectiveness and timeliness.
- Provide feedback and input to the Asset Services leadership team on the improvement of maintenance service delivery by the Precinct Area team, and propose pragmatic changes designed to deliver improved client outcomes.
- Ensure that a safe working environment is in place for the team, and continuously monitor and evaluate risks and opportunities for improvement, in line with University policy and legislative / regulatory requirements.
- Establish meaningful individual performance goals and objectives with the line manager and actively seek feedback, coaching and guidance on ways to achieve key results and outcomes.
- Supports others across the Precinct Area team with their learning and development objectives, sharing relevant experience and technical guidance.

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

Organisational Relationships

This position manages and oversees day to day maintenance work and maintenance contractors for the management of this work and reports to the Client Facility Manager, who in turn reports to the Senior Client Facility Manager.

SELECTION CRITERIA

1. Completion of a building related Degree with subsequent relevant experience; or Extensive experience and specialist expertise or broad knowledge in technical or administrative fields; or an equivalent combination of relevant trade qualifications, experience and/or education/training.
2. Must possess a current open Queensland Driver's Licence.
3. Technical trade background with knowledge and technical experience in the provision of building maintenance services in large, complex buildings (including technical, scientific or laboratory facilities) within established policy frameworks, to meet client and organisational outcomes and results, including:
 - Demonstrate project and contract management experience
 - Building engineering services
 - Building automation systems
 - Workplace health and safety and environmental management, including relevant legislation, codes and standards
4. Sound knowledge of mechanical, electrical or plumbing services in large, complex buildings (including technical, scientific or laboratory facilities), including:
 - Large reticulated chilled water systems
 - First-in fault-finding on fume cupboards
 - Compressed air and vacuum systems
 - Building management systems / Heating Ventilation and Air Conditioning
5. Ability to apply structured problem solving approaches and good judgement to analyse, manage and resolve a diverse range of maintenance issues.
6. Ability to establish and maintain productive working relationships with key stakeholders and establish and become a trusted adviser and service provider to key clients.
7. Strong communication, negotiation and influencing skills to support delivery of maintenance services and the implementation of key facilities management initiatives.
8. Experience working in maintenance service delivery functions in complex stakeholder and policy environments.

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 UQ Recruitment at recruitment@uq.edu.au