POSITIVE DESCRIPTION

Position Title: Process Improvement Officer
Organisation Unit: Property and Facilities Division
Position Number: TBA
Type of Employment: Full-time, Fixed Term
Classification: 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://uniqquest.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 Process Improvement Officer is responsible for managing and implementing Campus Operations projects and initiatives aligned to client needs and the broader University and Property & Facilities strategy. The role is responsible for maintaining strong client relationships with faculty/ institute clients across the University.

Duties

Duties and responsibilities include, but are not limited to:

- Assist in the preparation of regular reports.
- Collate information, provide technical advice and prepare estimates for potential projects and initiatives.
- As directed, manage projects and initiatives in accordance with University policy.
- Under the direction of the Senior Client Facility Manager, throughout each project life cycle, supervise and coordinate building related trades and contractors by providing direction in the scheduling, execution and inspection of user funded activities.
- Manage user funded work requests across multiple precincts.
• Efficiently monitor the progress and status of projects and initiatives to achieve a desired outcome;

• Support the implementation of maintenance projects and initiatives for a Precinct Area, ensuring alignment to client plans, business unit objectives and Property and Facilities Division strategies.

• Provide appropriate and considered advice and assistance to maintenance Staff based on knowledge and experience.

• 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.

• Maintain effective channels of communication with key stakeholders and Property and Facilities staff and contractors;

• 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.

• Collaborate with maintenance staff and contractors to facilitate a seamless and effective user funded service and look for opportunities to enhance service quality, effectiveness and timeliness.

• Perform any other duties as reasonably directed by your supervisor

**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 of 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**

The position reports to the Senior Client Facility Manager.
SELECTION CRITERIA

Essential

- 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 experience and/or education/training.
- Ability to apply structured problem solving approaches and good judgement to analyse, manage and resolve a diverse range of issues.
- Demonstrated ability to establish and maintain productive working relationships with key stakeholders and establish and become a trusted adviser and service provider to key clients.
- Demonstrated strong financial accountability in preparing and managing programs, and project budget allocations and cashflows.
- Excellent communication and negotiation skills (both written and oral) with the ability to work with a high degree of autonomy, and demonstrated organisational and time management skills in meeting strict deadlines whilst maintaining a high level of quality and consistency.

Desirable

- Experience working in maintenance service delivery functions in complex stakeholder and policy environments.
- 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

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 on recruitment@uq.edu.au