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## POSITION DESCRIPTION

# General Services Coordinator

Faculty/Division

Classification Level

Hours & Span (Category)

Position number

Shiftwork status

Allowances

On call arrangements

Original document creation

Division of Operations

Professional 5

G - Administrative, Clerical, Computing, Professional & Research Staff

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NOT SHIFTWORKER

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9 February 2024

### Position Summary

General Services is a team within Facilities Management (FM) that is responsible for the provision of support services in grounds management, cleaning services, waste management, relocations and the mailroom. The team's objective is to ensure a functional, safe, aesthetically-pleasing, hygienic and cost-effective campus environment. The team oversees contracts totalling approximately \$20 million in value.

The General Services Coordinator provides operational support across the General Services team. The position holder will embrace and champion change within the team whilst delivering on FM's objectives. In addition, this role is responsible for the supervision of contractors as well as conducting inspections and audits.

This position reports to the Senior Manager, General Services and has no direct reports.

### Accountabilities

Specific accountabilities for this role include:

- Provide operational support within the defined area to ensure the University consistently receives a high-quality service with minimal disruptions.
- Assist with the administration of contracts within the defined area, including contract and specification development, procurement, contract transition plans, performance monitoring and audits, liaison with contractors on day-to-day matters and inspections whilst ensuring a high standard of performance, compliance, and value-for-money.

- Assist with the preparation of annual budgets, purchase orders, processing invoices and conducting internal cost recoveries in a timely manner and resolving any financial issues with contractors as they arise.
- Coordinate a range of project/initiatives aimed at streamlining and providing greater consistency across General Services' operations, including but not limited to, the development of documents, stakeholder engagement, project coordination management activities, and reporting.
- Conduct inspections and audits to ensure all work is carried out in accordance with the contracts, relevant legislative requirements and UNSW policies and procedures.
- Assist with the development and implementation of annual operational plans including key performance target plans and contribute to the strategic planning for General Services.
- Compile and analyse data and produce management reports on various business unit activities as required.
- Assist with developing a range of documentation such as correspondence, presentations, business cases, briefing papers, reports, and project plans.
- Maintain accurate and relevant performance and operational data using UNSW systems, databases and registers, and ensuring all information is kept up to date.
- Use relevant systems to process, schedule and document completion of work requests in a timely manner and identify opportunities for implementation of new processes and/or systems.
- Provide specialist technical advice to EM and UNSW stakeholders as required, and proactively identify issues requiring attention or prioritisation.
- Align with and actively demonstrate the [UNSW Values in Action: Our Behaviours](#) and the [UNSW Code of Conduct](#).
- Cooperate with all health and safety policies and procedures of the university and take all reasonable care to ensure that your actions or omissions do not impact on the psychosocial or physical health and safety of yourself or others.

## **Skills and Experience**

- Relevant qualifications and/or an equivalent level of knowledge gained through a combination of education, training and/or substantial experience in a similar industry (preferably: relocations, mail, cleaning, grounds management, waste management or similar).
- Project coordination experience, with high-level organisational and financial management skills and demonstrated ability to prioritise workloads.
- Experience in contract administration and contractor management with the competency to form accurate judgments of contractor performance.
- Advanced computer skills in particular Microsoft Outlook, Word, Excel, PowerPoint, Visio, the use of the internet, and relevant databases.
- Proven extensive experience in delivering high-quality customer service whilst maintaining a proactive and solution-focused attitude, with a demonstrated ability to perform to multiple tight and conflicting deadlines.
- High level of initiative, strong analytical and problem-solving skills and demonstrated ability to implement business improvement initiatives.

- Excellent interpersonal and communication skills (written and verbal), including report writing and the ability to liaise with a diverse range of stakeholders.
- Hold a current NSW Driver's Licence.
- An understanding of and commitment to UNSW's aims, objectives and values in action, together with relevant policies and guidelines.
- Knowledge of health & safety (psychosocial and physical) responsibilities and commitment to attending relevant health and safety training.

### **Pre-employment checks required for this position**

- Verification of qualifications

#### **About this document**

This Position Description outlines the objectives, desired outcomes, key responsibilities, accountabilities, required skills, experience and desired behaviours required to successfully perform the role.

This template is not intended to limit the scope or accountabilities of the position. Characteristics of the position may be altered in accordance with the changing requirements of the role.