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## POSITION DESCRIPTION

# Facilities Management Administrator

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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1 August 2023

### Position Summary

A Facilities Management Administrator provides effective day-to-day administrative support within Estate Management to ensure all services are provided efficiently to meet the operating needs of Facilities Management.

The Facilities Management Administrator will work within the Facilities Management team, managing the service dockets, invoices and work requests process for Facilities Management and reactive works. This involves work requests being reviewed, processed, closed and invoiced to Facilities Management, and their respective purchase orders being raised and the associated coordination between Service Providers, UNSW staff and other relevant stakeholders, keeping the dockets, work requests & invoices moving.

The role reports to the Senior Manager, Facilities Services and has no direct reports.

### Accountabilities

Specific accountabilities for this role include:

- Provide high level administrative support to Estate Management across Facilities Management.

- Act as the first point of contact for internal and external stakeholders, and contractors maintaining effective channels of communication, analysing requests and correspondence to prioritise as well as urgent and often sensitive matters.
- Review, match and process service dockets, financial recoveries, invoices and work requests in CMMS (Archibus) and upload invoices into a nominated location.
- Ensure budget information is up to date and reported accurately, consistently and timely for each report cycle (monthly) including contract variations and work updates.
- Prepare management financial reports against work requests as well as prepare invoices to show ageing of work requests, status of work requests and progressing work requests through the system.
- Develop and maintain detailed filing systems, spreadsheets, databases, for all budget and contractor related documentation. This includes managing relevant records according to UNSW policies and procedures and proactively identify issues requiring attention or prioritisation
- Raise purchase order requisitions for closed work requests at an individual level and batch level.
- Respond to a range of in-person, telephone and email enquiries from internal and external stakeholders, contractors and initiate, action or escalate as necessary.
- Arrange, support and promote meetings and events for Facilities Management. Draft agendas, minutes, correspondence, presentations, business cases, briefing notes, and guidelines for specific committees and meetings as required.
- Undertake induction and monitoring of new starter process (Onboarding) for new staff, contractors and visitors including access to inductions, site systems, building and site orientation.
- Ensure contractor documentation including inductions, insurances and licenses and kept up to date and report on a monthly basis. Including the collation of service level agreements and various data provided by the contractor and track within relevant reporting tools.
- Liaise and resolve account enquires with contractors, co-ordinating with FM Contract Management around missing information, error, batch processing and associated problems.
- Assist Facilities Management in tracking monthly costs and spends and recover revenue from internal departments.
- In addition, this role is responsible for the supervision of contractors as well as conducting inspections and audits.
- Assist with coordinating a range of project/initiatives aimed at streamlining and providing greater consistency across Facilities Management' operations, including but not limited to, the development of documents, stakeholder engagement, project coordination management activities, and reporting.
- Maintain accurate and relevant performance and operational data using UNSW systems, databases and registers, and ensuring all information is kept up to date. Compile data and produce reports on business activities
- Co-ordinate and deliver CMMS Archibus training on processes and administrative procedures under specific contracts, including contractors.
- 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 tertiary qualification with subsequent relevant experience or equivalent competence gained through any combination of education, training and experience.
- Advanced time management, organisational and problem-solving skills, including the ability to meet deadlines.
- Previous financial processing and administration experience
- Familiarity and understanding of concepts and terminology associated with building trades and related facilities management activities.
- Well-developed interpersonal and written and verbal communication skills.
- Previous experience using a facilities maintenance management system (Archibus) and enterprise financial management system.
- Demonstrated experience providing effective customer service and support to clients at all levels.
- Highly proficient computer literacy with excellent skills in Microsoft Office applications.
- Ability to make sound judgements and work both independently and as part of a team.
- Demonstrated attention to detail with the ability to proactively take responsibility and resolve issues in a timely manner.
- Advanced numeracy skills.
- Excellent organisational skills with the ability to prioritise, learn quickly and work well under pressure and time constraints.
- 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.