



## Position Description

<b>College/Division:</b>	College of Asia and the Pacific (CAP)
<b>Faculty/School/Centre:</b>	College Administration
<b>Department/Unit:</b>	Facilities Services (FS)
<b>Position Title:</b>	Facilities Services Officer
<b>Classification:</b>	ANU Officer Level 5 (Administration)
<b>Responsible to:</b>	Manager, Facilities Services
<b>Delegation(s) Assigned:</b>	D8

### PURPOSE STATEMENT:

The ANU College of Asia and the Pacific (CAP) leads intellectual engagement with the Asia-Pacific region through research, teaching and contributions to public debate, and seeks to set the international standard for scholarship concerning the region.

The Facilities Services Officer provides high quality services and expert advice on facilities management matters to support the organisational and strategic needs of the College and the University. The Facilities Services Officer works closely with the Facilities Services Manager supporting all facilities management activities and capital works projects for the College.

### KEY ACCOUNTABILITY AREAS

#### Position Dimension & Relationships:

The Facilities Services Officer reports to the Facilities Services Manager, supporting the activities of CAP Facilities Services team to provide effective and efficient high quality service to staff, students and visitors and support all facilities management activities and capital works projects for the College. The Facilities Services Officer also supports the Facilities Services Manager on a wide range of operational matters and provides a crucial conduit between the College, ANU Central Facilities and Services (F&S) and other areas of the University.

#### Role Statement:

Under the broad direction of the Facilities Services Manager, the Facilities Services Officer will:

1. Perform day to day operations of all facilities activities, including room bookings and the College's capital/minor works projects
2. Liaise and follow up with Facilities & Services Division, project coordinators, external removal companies, senior management and other College staff on matters relating to maintenance, office moves/relocation, safety issues and building and refurbishment projects within the College network of buildings
3. Assist the Facilities Services Manager to ensure staff and students of the College can undertake their work in a well-maintained, secure, safe and clean environment.
4. Prioritise and enter online maintenance requests through the MAXIMO system and follow through until work is completed. Check ledger reports to ensure MAXIMO charges are correct.
5. Liaise with ANU Security on Cardax and security matters
6. Day to day supervision and mentoring of junior team members, casuals and contractors, ensuring safe, WHS-compliant work practices for these staff members and prioritising their work schedules.
7. Act as Building Custodian ensuring safety and emergency procedures are followed through. Identify and report potential WHS issues.
8. Co-ordinate the Building Wardens with emergency evacuation procedures in the event of fire or security threat. Liaising with ANU Security where appropriate and arrange annual fire drills for all college buildings

9. Attend meetings in relation to building projects and WHS matters, providing advice and operational information as required.
10. Responsible for own purchase card usage and clearances
11. Perform client service duties including:
  - Arrange cutting and allocation of keys and access to Salto readers
  - Arrange seminar room and lecture theatre bookings and any special requirements needed
  - Issuing of college vehicles and recording of ANU vehicle licences. Liaising with Fleet Services to ensure college vehicles services are up to date. Ensure log books are kept for each vehicle and provide details for FBT purposes.
  - Arrange for rubbish removal, secure disposal of confidential material and monitor cleanliness of the building
12. Comply with all ANU policies and procedures and in particular those relating to work health and safety and equal opportunity.
13. Other duties consistent with the classification of the position and in line with the principle of multi-skilling.

### SELECTION CRITERIA:

1. Trade Certificate and relevant work experience, or an equivalent combination of experience and training in facilities services, WHS and project management in a customer facing, complex environment.
2. Well-developed organisational and project coordination skills, with a demonstrated ability to work effectively either independently or collaboratively, to set priorities, meet multiple conflicting deadlines and motivate and train team members.
3. Proven ability to offer independent decision-making and propose innovative solutions in line with strategic priorities, use initiative and judgement.
4. High level of written, verbal and interpersonal communication skills, including the ability to consult, liaise and develop positive working relationships with a diverse range of stakeholders and a high level of commitment to customer service.
5. Demonstrated experience using computer packages, including MS Office suite and online data management systems. Experience in using MAXIMO or similar maintenance system would be advantageous.
6. A demonstrated understanding of equal opportunity principles and policies and a commitment to their application in a university context

**Approved by Supervisor:**

Peter Geerdink

**Date:**

17/01/2018

### References:

[Professional Staff Classification Descriptors](#)