



## POSITION DESCRIPTION

**Service Level and Facilities Management Professional Services Unit**  
Faculty of Business and Economics

### Facilities Coordinator

<b>POSITION NO</b>	031493
<b>CLASSIFICATION</b>	PCS 6
<b>SALARY</b>	\$77,207-\$83,573 (pro rata per annum)
<b>SUPERANNUATION</b>	Employer contribution of 9.5%
<b>EMPLOYMENT TYPE</b>	Part-time (0.5 FTE) fixed-term position available 12 months. Fixed term contract type: Replacement staff member
<b>OTHER BENEFITS</b>	<a href="http://about.unimelb.edu.au/careers/working/benefits">http://about.unimelb.edu.au/careers/working/benefits</a>
<b>CURRENT OCCUPANT</b>	N/A
<b>HOW TO APPLY</b>	Online applications are preferred. Go to <a href="http://about.unimelb.edu.au/careers">http://about.unimelb.edu.au/careers</a> , select the relevant option ('Current Staff' or 'Prospective Staff'), then find the position by title or number.
<b>CONTACT FOR ENQUIRIES ONLY</b>	Amanda Lloyd Tel +61 3 9035 5205 Email <a href="mailto:amanda.lloyd@unimelb.edu.au">amanda.lloyd@unimelb.edu.au</a> <i>Please do not send your application to this contact</i>

For information about working for the University of Melbourne, visit our websites:

[about.unimelb.edu.au/careers](http://about.unimelb.edu.au/careers)  
[joining.unimelb.edu.au](http://joining.unimelb.edu.au)

## ***Position Summary***

The position of Facilities Coordinator provides administrative support within the Service Level and Facilities Management (SLFM) Professional Services Unit (PSU) to ensure that Faculty facilities are properly maintained. In particular, the Facilities Coordinator is responsible for the operation and maintenance of Faculty spaces, and the recording, logging and following up of requests. The incumbent will be required to liaise with University Service providers such as Property and Campus Services (P&CS), Information Technology Services (ITS), Timetabling and Venue Management, Learning Environments (LE) and Student IT.

This position reports to the Service Level and Facilities Manager.

## ***1. Selection Criteria***

### **1.1 ESSENTIAL**

- ▶ A relevant degree with subsequent relevant experience; or an equivalent combination of relevant experience and/or education/training in a large, complex environment.
- ▶ Strong interpersonal, written and verbal communication skills with the ability to relate effectively with a range of people across all levels of the organisation, and to appreciate the business imperatives of the Faculty and the reliance on functions provided by the unit and University Service providers.
- ▶ Demonstrated organisation and time management skills with the ability to exercise good judgement, tact and discretion.
- ▶ Experience supervising staff, including administering rosters and ensuring accurate processing of timecards.
- ▶ Ability to recognise problems and respond quickly to breakdowns and emergencies, with the ability to demonstrate initiative and problem solving skills to resolve issues and identify service improvements.
- ▶ Demonstrated commitment to providing excellent customer service with the ability to engender a strong customer service orientation among staff and a demonstrated ability to work independently and as part of a team.
- ▶ Experience and demonstrated capability in the administration of Information Technology (IT), Audio Visual (AV), and Facilities Management services.

### **1.2 DESIRABLE**

- ▶ A qualification in Project and/or IT service management methodologies such as ITIL or PRINCE2 and/or experience with the application of one or more project or IT service management frameworks in a large, complex organisation.
- ▶ Familiarity and/or experience using a recognised documentation standard.

## ***2. Special Requirements***

- ▶ The Facilities Coordinator will be expected to carry a mobile phone and may be required to work outside University business hours.

### **3. Key Responsibilities**

#### **3.1 GENERAL**

- ▶ Develop process documentation and contribute to continuous improvement, including developing and updating procedural documentation and web content as required.
- ▶ Liaise with service providers to ensure business continuity for services provided to the faculty such as IT, AV, facilities management.
- ▶ Report and monitor Faculty requests to University service providers. Provide reports of activities to the Service Delivery Manager.
- ▶ Liaise with relevant stakeholders on issues affecting the Faculty. Escalate issues with the relevant service providers as required.
- ▶ Provide administrative support for the Service Level and Facilities management PSU including project support.
- ▶ Providing operational support for Capital Works, Facilities and IT related projects.
- ▶ Other duties as required by the Service Delivery Manager.
- ▶ Occupational Health and Safety (OH&S) and Environmental Health and Safety (EH&S) responsibilities as outlined in section 5 or 6.

#### **3.2 PROCUREMENT**

- ▶ Log and monitor procurement requests, liaising with faculty and University service providers as required.
- ▶ Provide advice under the direction of the Service Delivery Manager on procurement requirements.
- ▶ Assist in the procurement process (including obtaining quotations, asset management, tendering, and disposal services) for purchases within the SLFM PSU and as directed by the Service Delivery Manager.

#### **3.3 FACILITIES AND IT SERVICES**

- ▶ Recording and co-ordinating:
  - Ad hoc bookings for faculty managed spaces;
  - Booking and maintenance of loan equipment
- ▶ Oversee the student spaces:
  - Develop and maintain the casual staff roster, ensuring accurate processing of timecards.
  - Ensure Faculty student spaces are functioning effectively and maintained.
  - Ensure the facilities are staffed during approved business hours.
  - Ensure optimal operation of facilities by ensuring:
    - procedures are followed;
    - facilities are adequately provisioned, cleaned, and checked;
    - appropriate signage is in place;
    - the facilities are secured;
    - to abide by University OHS standards.

- ▶ Liaise with University Service providers to ensure:
  - Air-conditioning systems are correctly functioning;
  - Spaces are secured;
  - Coordination of signage;
  - Management of access control including electronic access and keys;
  - Resolution of timetabling and/or room booking issues;
  - Faculty tenanted spaces are clean;
  - IT and AV in student spaces and meeting rooms are functioning and hardware is maintained and replaced as per the Faculty's asset replacement cycle.
- ▶ Provide documentation and advice to faculty staff with regards to university processes for IT, AV and Facilities Management.
- ▶ Support the delivery of services according to the Service Catalogue(s); ensuring service level targets are met by the service providers.

### 3.4 SERVICE LEVEL MANAGEMENT

- ▶ Developing and maintaining strong working relationships with key stakeholders across the Faculty and University.
- ▶ Liaise with service providers to:
  - Provide information regarding faculty requests;
  - Logging and follow-up of requests covered by service provider agreements;
  - Reporting on requests at an operational level.

## 4. Job Complexity, Skills, Knowledge

### 4.1 LEVEL OF SUPERVISION / INDEPENDENCE

The incumbent works under general to broad direction depending upon experience and the complexity of the tasks.

This position will report to the Service Delivery Manager. On a day to day basis the incumbent will be expected to operate with a high degree of independence in the achievement of targets and objectives.

### PROBLEM SOLVING AND JUDGEMENT

The incumbent will have the discretion to innovate and take responsibility for outcomes; design, develop and test equipment, systems and procedures; undertake planning involving resources use and develop proposals for resource allocation; exercise high level diagnostic skills on equipment or systems; and analyse and report on data.

This position is expected to implement new methodologies and practices which may entail change management. The incumbent is expected to further develop current frameworks and processes, and modify these frameworks and processes to suit the needs of the work area. The incumbent is expected to exercise judgement in applying ideas and solutions to a wide variety of situations.

The incumbent is expected to make decisions on operational matters. Issues of strategic significance would be referred for decision to the Service Delivery Manager.

## **PROFESSIONAL AND ORGANISATIONAL KNOWLEDGE**

The incumbent is expected to perform work assignments guided by policy, precedent, professional standards and managerial or technical expertise. The incumbent would have the latitude to develop or redefine procedure and interpret policy so long as other work areas are not affected.

The incumbent is expected to perform tasks which require proficiency in the work area's existing rules, regulations, policies, procedures, systems, processes and techniques and how they interact with other related functions, and to adapt those procedures and techniques as required to achieve objectives without impacting on other areas.

A thorough understanding of the operations and structure of the University and Faculty is desirable.

The incumbent will have, or have the capacity to develop, a complete understanding of the business imperatives of the Faculty.

### **4.2 RESOURCE MANAGEMENT**

This position will be responsible for supervising casual staff and for providing guidance to the facilities administrator. The incumbent may assist with management of resources and budgets attached to the work area's requirements to meet the Faculty's needs.

### **4.3 BREADTH OF THE POSITION**

The position will operate across the entire Faculty as part of IT and facilities management. Activities need to be coordinated and integrated. The efforts and results of this position will have a wide and varied impact on Faculty operations.

## ***5. Other Information***

### **5.1 ORGANISATION UNIT**

The Service Level and Facilities Management (SLFM) Professional Services Unit is one of six units providing administrative support to the Departments, Units and Centres within the Faculty of Business and Economics. The SLFM PSU works closely with Faculty staff and service providers to ensure the delivery of IT, AV, Facilities Management, and other services that are delivered externally to the Faculty.

### **5.2 BUDGET DIVISION**

The Faculty of Business and Economics at the University of Melbourne has been preparing students for exciting and challenging careers in industry since 1924. We have developed an outstanding reputation, locally and internationally, for the quality of our teaching and research. The Faculty has an active board of business leaders, government representatives and community leaders who contribute to the implementation of our vision.

**Organisational Structure**

The Faculty is home to Melbourne Business School (MBS) and to five teaching and research departments:

- Accounting
- Economics
- Finance
- Management and Marketing
- Melbourne Institute of Applied Economic and Social Research

The Faculty has the following student and academic support centres, including:

- Academic Support Office
- Student Employability Employment and Enrichment
- Williams Centre for Learning Advancement

Administrative support to the Departments, Units and Centres is provided by the following:

- Finance
- Human Resources (including OHS)
- Research Support
- Marketing and Communications
- Service Level and Facilities Management
- Quality Office

**Our Programs**

There are around 7,500 students enrolled in undergraduate and graduate degrees within the Faculty.

The Bachelor of Commerce is one of the most sought-after business courses in Australia. From 1 May 2013 all graduate programs in business and economics are offered through Melbourne Business School. Melbourne Business School offers a full suite of professional masters programs for those with little work experience right through to the MBA suite. It is also the home of leading research masters degrees and the PhD.

**Our Graduates**

Since the Faculty was established it has produced over 48,000 graduates. Many of our alumni now occupy senior positions in business, government and academia, in Australia and around the world.

Further information about the Faculty is available at [www.fbe.unimelb.edu.au](http://www.fbe.unimelb.edu.au)

**5.3 THE UNIVERSITY OF MELBOURNE**

The University of Melbourne is a leading international university with a tradition of excellence in teaching and research. With outstanding performance in international rankings, Melbourne is at the forefront of higher education in the Asia-Pacific region and the world. The University of Melbourne is consistently ranked among the world's top universities. Further information about our reputation and global ranking is available at <http://futurestudents.unimelb.edu.au/explore/why-choose-melbourne/reputation-rankings>.

Established in 1853, shortly after the founding of Melbourne, the University is located just a few minutes from the centre of this global city. The main Parkville campus is recognised as the hub of Australia's premier knowledge precinct comprising eight hospitals, many leading research institutes and a wide range of knowledge-based industries.

The University employs people of outstanding calibre and offers a unique environment where staff are valued and rewarded. Further information about working at The University of Melbourne is available at <http://about.unimelb.edu.au/careers>.

#### 5.4 GROWING ESTEEM, THE MELBOURNE CURRICULUM AND RESEARCH AT MELBOURNE: ENSURING EXCELLENCE AND IMPACT TO 2025

- ▶ Growing Esteem describes Melbourne's strategy to achieve its aspiration to be a public-spirited and internationally-engaged institution, highly regarded for making distinctive contributions to society in research and research training, learning and teaching, and engagement. <http://about.unimelb.edu.au/strategy-and-leadership>
- ▶ The University is at the forefront of Australia's changing higher education system and offers a distinctive model of education known collectively as the Melbourne Curriculum. The new educational model, designed for an outstanding experience for all students, is based on six broad undergraduate programs followed by a graduate professional degree, research higher degree or entry directly into employment. The emphasis on academic breadth as well as disciplinary depth in the new degrees ensures that graduates will have the capacity to succeed in a world where knowledge boundaries are shifting and reforming to create new frontiers and challenges. In moving to the new model, the University is also aligning itself with the best of emerging European and Asian practice and well-established North American traditions.
- ▶ The University's global aspirations seek to make significant contributions to major social, economic and environmental challenges. Accordingly, the University's research strategy *Research at Melbourne: Ensuring Excellence and Impact to 2025* aspires to a significant advancement in the excellence and impact of its research outputs. <http://research.unimelb.edu.au/our-research/research-at-melbourne>

The strategy recognises that as a public-spirited, research-intensive institution of the future, the University must strive to make a tangible impact in Australia and the world, working across disciplinary and sectoral boundaries and building deeper and more substantive engagement with industry, collaborators and partners. While cultivating the fundamental enabling disciplines through investigator-driven research, the University has adopted three grand challenges aspiring to solve some of the most difficult problems facing our world in the next century. These Grand Challenges include:

Understanding our place and purpose – The place and purpose grand challenge centres on understanding all aspects of our national identity, with a focus on Australia's 'place' in the Asia-Pacific region and the world, and on our 'purpose' or mission to improve all dimensions of the human condition through our research.

Fostering health and wellbeing – The health and wellbeing grand challenge focuses on building the scale and breadth of our capabilities in population and global health; on harnessing our contribution to the ‘convergence revolution’ of biomedical and health research, bringing together the life sciences, engineering and the physical sciences; and on addressing the physical, mental and social aspects of wellbeing by looking beyond the traditional boundaries of biomedicine.

Supporting sustainability and resilience – The sustainability and resilience grand challenge addresses the critical issues of climate change, water and food security, sustainable energy and designing resilient cities and regions. In addition to the technical aspects, this grand challenge considers the physical and social functioning of cities, connecting physical phenomena with lessons from our past, and the implications of the technical solutions for economies, living patterns and behaviours.

Essential to tackling these challenges, an outstanding faculty, high performing students, wide collaboration including internationally and deep partnerships with external parties form central components of Research at Melbourne: Ensuring Excellence and Impact to 2025.

## 5.5 EQUITY AND DIVERSITY

Another key priority for the University is access and equity. The University of Melbourne is strongly committed to an admissions policy that takes the best students, regardless of financial and other disadvantage. An Access, Equity and Diversity Policy Statement, included in the University Plan, reflects this priority.

The University is committed to equal opportunity in education, employment and welfare for staff and students. Students are selected on merit and staff are selected and promoted on merit.

## 5.6 GOVERNANCE

The Vice Chancellor is the Chief Executive Officer of the University and responsible to Council for the good management of the University.

Comprehensive information about the University of Melbourne and its governance structure is available at <http://www.unimelb.edu.au/unisec/governance.html>.

# 6. Occupational Health and Safety (OHS)

All staff are required to take reasonable care for their own health and safety and that of other personnel who may be affected by their conduct.

OHS responsibilities applicable to positions are published at:

<http://safety.unimelb.edu.au/topics/responsibilities/>

These include general staff responsibilities and those additional responsibilities that apply for Managers and Supervisors and other Personnel.