POSITION DESCRIPTION

Position Title	Campus Facilities Manager		
Organisational Unit	Properties and Facilities Directorate		
Functional Unit	State Facilities Management Nsw		
Nominated Supervisor	National Manager, FM Operations		
Classification	HEW 8		
CDF Level	CDF2L	**Position Number**	10613051
Attendance Type	Full Time	**Date reviewed**	03-OCT-2025

ABOUT AUSTRALIAN CATHOLIC UNIVERSITY

Mission Statement: *Within the Catholic intellectual tradition and acting in Truth and Love, Australian Catholic University is committed to the pursuit of knowledge, the dignity of the human person and the common good.*

An ACU education builds on the Catholic understanding of faith and reason working together in pursuit of knowledge and promotion of human dignity and the common good.

An ACU education seeks to transform lives and communities. Students are challenged to look beyond the classroom, solve real-world problems, develop their own search for meaning and cultivate strong professional ethics. They are invited to stand up for people in need and causes that matter.

ACU is open to all. As is common with great Catholic institutions the world over, the university is inclusive and supportive of everyone, every day – regardless of their faith or tradition.

ACU is a young university making a serious impact. Ranked in the top two per cent of universities worldwide and in the top 10 Catholic universities, we're also a leader in employability with 94 per cent of our graduates employed. The university has seven campuses around Australia, a campus in Rome, Italy, and an online campus – ACU Online.

ACU has four faculties, and several research institutes and directorates. We believe our number one asset is our people. It's the character, enthusiasm and dedication of our staff that make this a university like no other. All our staff contribute to the achievement of our goals set out in ACU's Vision 2033 and aim to provide high-quality services with a strong focus on service excellence.

To be agents of change in the world, we all need to see life through the eyes of others. We believe that our role as a university is to inspire and equip people to make a difference – and that means cultivating their ability to act and think empathetically.

The structure to support this complex and national university consists of:

- Vice-Chancellor and President
- Deputy Vice-Chancellor - Catholic Mission
- Provost and Deputy Vice-Chancellor (Academic)
- Deputy Vice-Chancellor (Corporate)

- Deputy Vice-Chancellor (Research and Enterprise)
- Deputy Vice-Chancellor (Education)

ABOUT THE PROPERTIES AND FACILITIES DIRECTORATE

Operating within the Corporate Services Portfolio, the Properties and Facilities Directorate is led by the Director of Properties and Facilities with three distinct operational areas. Facilities management is responsible for campus operations and compliance, while Development and Capital Projects is responsible for space usage & management and design & construction activities. The Director is responsible for overall strategic planning and governance. The three functional areas within Properties and Facilities are:

- The Office of the Director.
- Facilities Management.
- Development and Capitol Projects.

The Properties and Facilities Directorate is a highly visible customer service-centric unit, interacting with a number of internal and external stakeholders and therefore must be presented with the utmost professionalism at all times.

POSITION PURPOSE

The Campus Facilities Manager is responsible for managing daily campus operations, including planning, scheduling, and executing, property related services and projects. This role ensures the integrity and functionality of the built environment and systems (e.g. BMS), supporting business continuity and closely aligning with the national facilities management strategy and ACU's strategic goals.

The Campus facilities Manager fosters strong relationships with university staff, contractors and stakeholders to deliver high quality facility services.

KEY RESPONSIBILITIES

Introduction

A number of frameworks and standards express the University's expectations of the conduct, capability, participation and contribution of staff. These are listed below:

- ACU's Vision 2033
- Catholic Identity and Mission
- Code of Conduct for all staff
- ACU Capability Development Framework
- ACU Staff Enterprise Agreement 2022-2025
- ACU Staff Reconciliation Action Plan

The Capability Development Framework describes the core competencies needed in all ACU staff to achieve the university's strategy and supports its mission.

Responsibility	Scope
COMMUNICATION • Coordinate communications and service enquiries across the campus to ensure that all stakeholders (notably the Campus Dean) are made aware and updated in a timely manner of developments and maintenance activities • Serve as the primary escalation point for facilities-related operational issues, incidents, and events on campus, in coordination with the National Security Centre (NSC). Respond to escalations initiated by the NSC, which follow a defined escalation pathway of responsible officers for out-of-hours contact. Support incident resolution by coordinating on-site responses, reviewing NSC-generated incident reports, and contributing to post-incident follow-up and continuous improvement. • Take responsibility for stakeholder engagement in relation to campus operations including supporting existing feedback channels.	The position mainly contributes to activities; outcomes and goals within the faculty/directorate/organisational unit
LEADERSHIP • Manage and support the coordination/reporting of all Facility Managers, campus staff, service agents and contractors on site. • Support staff development and management of performance • Participate in university committees such as Campus WHS Committee & Campus Consultative Committee.	The position mainly contributes to activities; outcomes and goals within the faculty/directorate/organisational unit
REPORTING • Coordinate, raising of Purchase Orders, review and reconcile all works performed to support the ongoing maintenance and operation of the campus. • Process, review and report on any WHS/OH&S issues or concerns undertaking Risk Assessments where necessary. • Collate/assist with processing sub-contractor/service provider compliance information, data and legislative documentation necessary to mitigate operational risk to the organisation. • Deliver monthly scheduled maintenance & compliance reporting for the Campus.	The position mainly contributes to activities; outcomes and goals within the faculty/directorate/organisational unit
FINANCE • Prepare, operate and maintain, forecast and develop, budgets and expenses to ensure compliance and probity. • Deliver monthly financial reporting for the Campus to support current financial position. • Monitor to ensure budget allocations are not exceeded and that corporate compliance is met. • Responsible for a budget within the relevant financial delegations	The position mainly contributes to activities; outcomes and goals within the faculty/directorate/organisational unit
MAINTENANCE • Locally administer and review service contracts to ensure payments are made, and services are rendered as per contractual commitments. • Present, collate and share the local perspective when contributing to national capital asset management, national	The position mainly contributes to activities; outcomes and goals within the faculty/directorate/organisational unit

Responsibility	Scope
contracts and tenders and replacement programs. • Support and assist with the development and management of an asset register whilst performing condition-based asset assessment. Support the development and maintenance of Standard Operating Procedures for Facilities Management. • Manage and Deliver Planned Maintenance, Reactive Maintenance, Minor Capital Works and Capital Asset Management replacement projects in line with budget and ACU's Procurement Policy.	
RECORDING • Ensure the effective implementation and retention of all reports, files, folders, registers, contracts and, communicate with management regarding the expiry and/or service completion/contract obligations.	The position mainly contributes to activities; outcomes and goals within the faculty/directorate/organisational unit
SERVICE NOW • Management & Administration of the Service Now Platform and oversight of local knowledge articles for Service Central	The position mainly contributes to activities; outcomes and goals within the faculty/directorate/organisational unit
SUPPORT • When required work across campuses to assist with seasonal and project workload. Provide additional management support during staff leave, as required. This may involve occasional same state travel or remote assistance during periods of leave.	The position mainly contributes to activities; outcomes and goals within the faculty/directorate/organisational unit
EMERGENCY RESPONSE • A key requirement of this role is the ability to be contacted outside normal working hours in the event of a genuine emergency. • If the incumbent is required to attend campus or respond to an incident outside normal working hours, applicable allowances or overtime payments will apply in accordance with the ACU Enterprise Agreement and relevant policies.	The position mainly contributes to activities; outcomes and goals within the faculty/directorate/organisational unit

HOW THE ROLE OPERATES

The position will need to seek approval from their supervisor before making changes to processes and procedures.
The position requires resilience and adaptability to be able to respond to changes in the sector and business landscape and identify areas of improvement.
The position needs to build relationships with staff across the organisation to perform their duties.
The position manages the overall operations; budget and/or strategic direction for a functional unit.

SELECTION CRITERIA

Qualifications, skills, knowledge and experience:	• Qualification - A tertiary qualification in a related Building Services discipline is preferred. Must hold a valid driver's licence. • Experience - Extensive experience in a multi building/site facility management role. • Experience - Strong experience in managing service providers and contractors in performance-based environments where Key Performance Indicators (KPIs) determine the financial remuneration of vendors and service agents • Experience - Proven experience in the leadership of Emergency Response, sustainability and WHS including committee representation and process and procedure development. • Skill - High-level skills in maintaining and reconciling budgets and expenditure including reporting. • Knowledge - Demonstrated understanding of Australian Standards, BCA and Legislative requirements related to building operations, maintenance, safety and security. • Skill - Strong leadership and team management capability, including the ability to create a collaborative team environment that supports the achievement of work unit objectives. • Skill - Excellent communication, stakeholder engagement, and presentation skills, with the ability to influence and collaborate across diverse groups. • Skill - Advanced time management and contractor coordination skills, with the ability to manage competing priorities and deliver outcomes.
Core Competencies:	• Demonstrate confidence and courage in achieving ACU's Mission, Vision and Values by connecting the purpose of one's work to ACU's Mission, Vision and Values. • Keep stakeholder interest at the core of ACU business decisions and ACU service excellence as a top priority. • Communicate with purpose. Gain the support of others for actions that benefit ACU. Negotiate for mutually beneficial outcomes that are aligned with the Mission, Vision and Values of the University. • Take personal accountability for achieving the highest quality outcomes through understanding the ACU context, self-reflection, and aspiring to and striving for excellence. • Plan work activity, prioritise time and resources using established ACU processes and technology to achieve optimum efficiency and effectiveness.
Essential Attributes:	Demonstrated commitment to cultural diversity and ethical practice principles and demonstrated knowledge of equal employment opportunity and workplace health and safety, appropriate to the level of the appointment.
Working with Children and vulnerable adults check	This role does not require a Working with Children Check.

REPORTING RELATIONSHIPS

For further information about the structure of the University, refer to the Organisation Chart

https://www.acu.edu.au/about-acu/leadership-and-governance/leadership/organisational-structure