

POSITION DESCRIPTION

Position Title	Campus Facilities Manager (North Sydney)		
Organisational Unit	Properties and Facilities Directorate		
Functional Unit	Facilities Management North Sydney		
Nominated Supervisor	National Manager, FM Operations		
Classification	HEW 8		
CDF Level	CDF2L	Position Number	10613050
Attendance Type	Full Time	Date reviewed	01-OCT-2026

ABOUT AUSTRALIAN CATHOLIC UNIVERSITY

ACU has a bold vision for its future. Our Vision 2033 is our landmark statement of strategic direction for ACU's mission as a Catholic university to constitute a 'Christian presence in the university world confronting the great problems of society and culture'. Our mission is to help shape the coming generations in Australia and beyond, by enabling flourishing lives, fostering thriving communities, and building a more ethical future.

Our Catholic mission informs everything we do – challenging us to respect the dignity of the human person, serve the common good, and embed ethical and social justice considerations throughout our teaching and research. We strive to live our core values of truth, excellence, and service.

We are a publicly funded university, and while we are young, we have grown significantly and we and we are making our mark: we are one of the largest university contributors to the care economy in Australia and rank among the top universities worldwide. We have seven campuses around Australia, more than 200 partner universities on six continents, and a campus in Rome, Italy.

We prioritise our staff, supporting their growth with a positive culture, generous leave, and flexible work arrangements. We invite all staff to engage with our mission in whatever way is most meaningful to them – whether as Catholics, as members of other churches and faiths, or as people with no religious affiliation but who are willing to embrace our vision, mission and strategic direction. We continue to invest in our facilities and workplaces and actively involve staff in shaping the future direction of the organisation.

For further information about the university please refer to ACU's [organisational structure](#).

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 provides leadership of campus facilities operations through the effective management of people, budgets, operational workflows, contractor services and stakeholder relationships. The role is responsible for delivering customer-focused services, developing staff capability, driving continuous improvement and ensuring resources are aligned with operational priorities.

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, STAKEHOLDER ENGAGEMENT & CUSTOMER SERVICE - Coordinate communications, service enquiries and facilities activities across the campus to ensure stakeholders receive timely and accurate information regarding maintenance activities, incidents, service interruptions and planned works. - Build and maintain effective relationships with senior University stakeholders, including the Campus Dean and Directorate leaders, to ensure facilities services support campus operational and strategic priorities. - Provide timely advice and recommendations on facilities matters, operational risks, service performance and improvement opportunities. - Influence and negotiate outcomes across a diverse stakeholder environment while balancing customer, compliance and operational priorities. - Lead a culture of service excellence focused on responsive, professional and customer-centred facilities services. - Monitor service performance, stakeholder feedback and customer enquiries and implement improvements that enhance	The position mainly contributes to activities; outcomes and goals within the faculty/directorate/organisational unit

Responsibility	Scope
customer experience and service outcomes.	
LEADERSHIP & OPERATIONAL COORDINATION - Lead, manage and support campus facilities staff, service providers and contractors to deliver safe, compliant and effective facilities services. - Coordinate and oversee operational workflows across multiple systems, service providers and business processes to ensure efficient and effective service delivery. - Ensure competing operational priorities are effectively managed and aligned with customer, compliance and service requirements. - Monitor operational performance and identify opportunities to improve workflows, service outcomes and resource utilisation. - Support staff development, coaching and performance management. - Foster a culture of accountability, collaboration, continuous improvement and service excellence. - Represent Facilities Management at campus committees, governance forums and stakeholder meetings.	The position mainly contributes to activities; outcomes and goals within the faculty/directorate/organisational unit
GOVERNANCE, COMPLIANCE & REPORTING - Coordinate purchase orders, contractor documentation, compliance records and facilities management reporting requirements. - Monitor, investigate and report on WHS incidents, risks and compliance matters, undertaking risk assessments and corrective actions where required. - Ensure all facilities records, contracts, registers, reports and statutory documentation are maintained in accordance with University requirements. - Deliver monthly maintenance, compliance and operational reporting to support campus and national facilities management activities. - Serve as the primary escalation point for facilities-related operational issues, incidents and emergencies on campus, coordinating responses with internal stakeholders, service providers, emergency services and the National Security Centre where required.	The position mainly contributes to activities; outcomes and goals within the faculty/directorate/organisational unit
FINANCIAL MANAGEMENT - Manage campus facilities budgets through effective planning, forecasting, expenditure monitoring, reconciliation and reporting. - Monitor contractor expenditure and operational costs to ensure value for money, probity and compliance with approved budgets and financial delegations. - Provide budget insights and recommendations to support the prioritisation of maintenance, minor works, asset replacement and operational activities.	The position mainly contributes to activities; outcomes and goals within the faculty/directorate/organisational unit

Responsibility	Scope
- Identify emerging budget risks, pressures and variances and recommend corrective actions where required. - Deliver monthly financial reporting and forecasting to support informed decision making. - Maintain accountability for campus facilities budgets and expenditure within approved delegations, ensuring compliance with University financial policies and governance requirements.	
FACILITIES OPERATIONS, MAINTENANCE & ASSET MANAGEMENT - Manage and deliver planned maintenance, reactive maintenance, minor capital works and asset replacement projects in accordance with approved budgets, priorities and ACU policies. - Administer and monitor facilities service contracts to ensure services are delivered in accordance with contractual commitments, compliance obligations and service level expectations. - Represent campus operational requirements and priorities in support of national asset management planning, capital works programs, asset replacement initiatives and contract management activities. - Support the development and maintenance of asset information, asset condition assessments, lifecycle planning and facilities management procedures. - Coordinate contractors and internal resources to ensure works are delivered safely, efficiently and with minimal disruption to campus operations. - Maintain a visible and active presence across campus, proactively identifying, prioritising and coordinating improvement works that enhance campus presentation, functionality, safety and user experience.	The position mainly contributes to activities; outcomes and goals within the faculty/directorate/organisational unit
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
SYSTEMS & SERVICE MANAGEMENT - Maintain oversight of Service Central, work management systems, facilities data and local knowledge articles to support effective service delivery, reporting and continuous improvement. - Promote the effective use of facilities management systems and identify opportunities for process improvement and automation.	The position mainly contributes to activities; outcomes and goals within the faculty/directorate/organisational unit
SUPPORT AND EMERGENCY RESPONSE - Provide operational support across campuses during periods of peak workload, major projects, critical incidents, campus events	The position mainly contributes to activities; outcomes and goals within the faculty/directorate/organisational unit

Responsibility	Scope
and staff leave, including occasional travel and remote support where required. - 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.	

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, Property, Facilities Management, Engineering or Trade discipline is preferred. Must hold a current driver's licence. • Experience - Extensive experience in a multi-building or multi-site facilities management environment, including responsibility for building operations, maintenance, contractor management and service delivery. • Experience - Demonstrated experience managing service providers and contractors in performance-based environments, including the development, monitoring and achievement of service levels, key performance indicators and contractual outcomes. • Experience - Demonstrated experience managing operational budgets, forecasting expenditure, monitoring variances and allocating resources to achieve operational and strategic objectives. • Experience - Proven experience leading emergency response, WHS, compliance and operational risk management activities, including committee participation, incident management and process improvement initiatives. • Experience - Demonstrated practical knowledge of building services, maintenance delivery, contractor supervision and facilities operations, including the ability to coordinate and oversee maintenance activities and minor works projects. • Skill - Highly developed stakeholder engagement, communication and influencing skills, including experience working with senior leaders and diverse stakeholder groups to achieve operational outcomes and drive service improvements. • Skill - Strong leadership, customer service and continuous
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	improvement capability, including the ability to develop high-performing teams, foster collaboration, coordinate complex operational workflows across multiple systems, service providers and competing priorities, and implement initiatives that improve operational performance, campus presentation and customer experience.
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.
Pre-employment declaration and background check	Preferred candidates will be required to complete mandatory pre-employment declarations and background checks, including those related to gender-based violence and foreign interference, in line with ACU's compliance requirements.

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>