

## POSITION DESCRIPTION

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|-----------------------------|---------------------------------------|------------------------|-------------|
| <b>Position Title</b>       | Facility Services Officer (Brisbane)  |                        |             |
| <b>Organisational Unit</b>  | Properties and Facilities Directorate |                        |             |
| <b>Functional Unit</b>      | Facilities Management Brisbane        |                        |             |
| <b>Nominated Supervisor</b> | Facilities Manager (Brisbane)         |                        |             |
| <b>Classification</b>       | HEW 4                                 |                        |             |
| <b>CDF Level</b>            | CDF1                                  | <b>Position Number</b> | 10608351    |
| <b>Attendance Type</b>      | Full Time                             | <b>Date reviewed</b>   | 21-SEP-2023 |

### 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.*

At ACU we pride ourselves on offering a welcoming environment for everyone. At the same time, we are a university committed to standing for something clear. We stand up for people in need and causes that matter. ACU's Mission is central to the University and informs every area – integrating the dignity of the human person, the common good, and ethical and social justice considerations into our core activities of student learning and teaching, research and service.

We are a publicly funded university which has grown rapidly over the past few years. We're young, but we are making our mark: ranking 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 know that our people make us a university like no other. It's your values, action and passion that makes the difference. Whatever role you may play in our organisation: it's what you do that defines who we are.

We value staff, offering excellent leave and employment conditions, and foster work environments where they have the ability to grow and develop. We continue to invest in our facilities and workplaces, and actively involve staff in shaping the future direction of the organisation.

Each portfolio consists of several Faculties, Research Institutes or Directorates. The Vice President drives both the Identity and the Mission of the University. In addition, Campus Deans focus on the University's local presence and development of the University at the local 'campus' level. For further information about the University please refer to the Organisation Chart.

All our staff contribute to the achievement of our goals set out in the Strategic Plan 2020-2023 and aim to provide high quality services with a strong focus on service excellence. Several frameworks and standards also express the University's expectations of conduct, capability, participation and contribution of staff.

## ABOUT THE PROPERTIES AND FACILITIES DIRECTORATE

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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 Capital 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

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The purpose of this position is to deliver multi-skilled general duties to the campus community that focuses on streamlined customer service excellence by staff who are knowledgeable, flexible and hospitable. The position is a multi-purpose role involving a combination of general handyman (building repair), logistic support and minor administrative duties that will meet the need of the wider campus community. This role is a flexible operating role that is highly client focused that requires an incumbent with excellent communication skills, self-motivation and knowledge in how an efficient and effective facilities management department should operate.

## KEY RESPONSIBILITIES

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### 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 Strategic Plan 2020-2023](#)
- [Catholic Identity and Mission](#)
- [ACU Capability Development Framework](#)
- [Higher Education Standards Framework](#)
- ACU Service Delivery Model
- ACU Staff Enterprise Agreement including provisions in relation to Performance Excellence and Academic Career Pathways.
- [ACU Staff Reconciliation Action Plan](#)

The [Capability Development Framework](#) in particular is important in understanding the core competencies needed in all ACU staff to achieve the University's strategy and supports its mission.

| Responsibility  | Scope  |
|---|--|
| Undertake general building and services repairs including handyman services, locks & keys, carpet, logistics etc. | The position mainly contributes to activities; outcomes and goals within the faculty/directorate/organisational unit |

| <b>Responsibility</b>  | <b>Scope</b>   |
|--|--|
| Undertake logistics services involving meetings, events, office set-ups, relocations and support services to the wider Properties & facilities Directorate   | The position mainly contributes to activities; outcomes and goals within the faculty/directorate/organisational unit |
| Perform all tasks effectively, efficiently and to a high degree of workmanship, maintaining a superior standard of workmanship and presentation, and eliminating the need to rectify previously performed work.  | The position mainly contributes to activities; outcomes and goals within the faculty/directorate/organisational unit |
| Ensure WHS measures are implemented and practiced including wearing necessary uniforms and PPE.  | The position mainly contributes to activities; outcomes and goals within the faculty/directorate/organisational unit |
| Share skills and knowledge with team members to build capability and support a culture of learning and improvement within the work unit. Coordinate and communicate within the Workplace with all staff to ensure the best possible delivery of customer service is maintained and adopted in every area of your work.   | The position mainly contributes to activities; outcomes and goals within the faculty/directorate/organisational unit |
| In conjunction with the Facilities Manager, coordinate and provide advice to sub-contractors regarding University building operations, infrastructure and protocols, and provide administrative support to the Facilities Manager, this may involve learning new administration skills, such as contractor management and purchase orders  | The position mainly contributes to activities; outcomes and goals within the faculty/directorate/organisational unit |
| Undertake any other duty or reasonable request made by the University, aligned with service requirements and organisational goals and appropriate for the level of the position. Assist with the relief of other staff members as and when requested by the University.  | The position mainly contributes to activities; outcomes and goals within the faculty/directorate/organisational unit |
| Access and use computer software solutions to read, create, update, print out and complete work requests. Frequently communicate and work with workplace colleagues to deliver a seamless customer service experience to all clients.  | The position mainly contributes to activities; outcomes and goals within the faculty/directorate/organisational unit |
| Access electronic asset and building data including cad drawings (ACUSIS) to identify location requirements and present solutions to clients or supervisor, depending on the complexity of the request. Proactively complete service requests so that work request completion rates exceed 99% each month.   | The position mainly contributes to activities; outcomes and goals within the faculty/directorate/organisational unit |
| Determine the most appropriate resources and solutions to fixing routine building related issues and provide options, resources and solutions to clients, and seek guidance from the supervisor regarding the appropriate actions and response for complex issues. Work in an environment that is self-motivating and autonomous so that work requests and daily tasks are (where possible and expected) completed each day before the end of the working shift. | The position mainly contributes to activities; outcomes and goals within the faculty/directorate/organisational unit |

## HOW THE ROLE OPERATES

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| The position will need to seek approval from their supervisor before making changes to processes and procedures. |
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| The position solves problems that tend to be repetitive/cyclical on a regular basis.                  |
| The position needs to build relationships with staff across the organisation to perform their duties. |
| This position does not have managerial responsibilities.  |

## SELECTION CRITERIA

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| <b>Qualifications, skills, knowledge and experience:</b> | <ul style="list-style-type: none"> <li>• Experience - An equivalent combination of relevant experience and/or education/training.</li> <li>• Experience - Proven and demonstrated prior experience in the correct set up of an office in a corporate or tertiary education environment.</li> <li>• Experience - Proven and demonstrated prior experience in the utilisation of computer software programs to prioritise work requests including whole of scope and work request life cycle.</li> <li>• Experience - Demonstrated prior experience utilising administrative knowledge of computer software programs, databases and registers.</li> <li>• Skill - Capability to work within a multi-skilled workplace that will involves lifting, moving, setting-up and transferring of materials and items.</li> <li>• Experience - Demonstrated prior experience and knowledge in selected elements involved in the testing or certifying a building for building compliance and the annual certification processes.</li> <li>• Qualification - A Building Trade Certificate III or IV from a recognised technical college (desirable).</li> <li>• Knowledge - A thorough understanding and knowledge of Work Health and Safety requirements within a workplace (desirable).</li> </ul> |
| <b>Core Competencies:</b>                                | <ul style="list-style-type: none"> <li>• 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.</li> <li>• Keep stakeholder interest at the core of ACU business decisions and ACU service excellence as a top priority.</li> <li>• Work collaboratively internally and externally to ACU to capitalise on all available expertise in pursuit of excellence.</li> <li>• Take personal accountability for achieving the highest quality outcomes through understanding the ACU context, self-reflection, and aspiring to and striving for excellence.</li> <li>• Plan work activity, prioritise time and resources using established ACU processes and technology to achieve optimum efficiency and effectiveness.</li> </ul>  |
| <b>Essential Attributes:</b>                             | 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.   |

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| <b>Working with Children and vulnerable adults check</b> | Evidence of the ability to work with children and/or vulnerable adults, and contribute to and protect their safety and wellbeing. The successful applicant of this position will be required to hold a valid working with children clearance for the State or Territory in which the position is located. |
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## REPORTING RELATIONSHIPS

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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>

