

# Position description

Greater together 

Position title:	Facilities Operations Officer
Institute/School/Centre/ Directorate/VCO:	Property and Infrastructure
Campus:	Gippsland Campus. Travel between campuses may be required.
Classification:	Within the HEW Level 5 range
Time fraction:	Full-time
Employment mode:	Continuing employment
Probation period:	This appointment is offered subject to the successful completion of a probationary period.
Further information from:	Ben Jenkins, Senior Manager, Facilities (East) Phone: 0437 204 132 Email: <a href="mailto:bl.jenkins@federation.edu.au">bl.jenkins@federation.edu.au</a>
Recruitment number:	JR101367

## Position summary

The Property & Infrastructure department is responsible for managing and developing the University's infrastructure and physical assets, including, cleaning, parking management, gardening and grounds maintenance, building upkeep, security, fleet vehicle administration, mail distribution, logistics, minor and major building maintenance, refurbishments, and new construction projects.

The Facilities Operations Officer will contribute to the coordination of soft FM services for the Gippsland campus, overseeing grounds maintenance, cleaning, waste management, and pest control contracts, and providing support and advice to stakeholders, on a range of matters related to events, student residences, and short-term accommodation to ensure optimal service delivery and satisfaction.

Travel between campuses may be required.

## Portfolio

Federation University's Property and Infrastructure Directorate is committed to assisting the University to achieve its strategic goals of becoming a popular student destination; offering a high-quality student experience; making a positive impact; being a workplace of choice and being an efficient organisation.

The Directorate primarily supports these goals through the delivery of services to support, maintain, improve and further develop a diverse range of physical infrastructure assets located across regional western and eastern Victoria, Melbourne, Brisbane and NSW and includes major sites within Ballarat, Horsham, Berwick and Gippsland.

The University asset portfolio varies in use from academic, research, commercial tenancies and accommodation facilities and includes over 300 buildings, with a combined gross floor area of 274,000 square meters. These assets range in age from a few years to over 150 years.

### Background

At Federation University, we are driven to make a real difference to the lives of every student, and to the communities we serve.

We are one of Australia's oldest universities, known today for our modern approach to teaching and learning. For 150 years, we have been reaching out to new communities, steadily building a generation of independent thinkers united in the knowledge that they are greater together.

Across our University and TAFE campuses in Ballarat, Berwick, Gippsland, and the Wimmera, we deliver world-class education and facilities. With the largest network of campuses across Victoria, we are uniquely positioned to provide pathways from vocational education and skills training at Federation TAFE through to higher education.

To be successful at Federation University you must be willing to enthusiastically embrace the University's ambition as expressed in Federation University's 2040 Strategic Plan and share the University's values of:

**INCLUSION**, we champion access and equity for all, creating a welcoming, supportive environment for our diverse learners and staff.

**INNOVATION**, we innovate to transform, embracing new ideas in teaching, research and operations to continually improve and stay ahead.

**EXCELLENCE**, we strive for excellence in all that we do, holding ourselves to high standards of quality, integrity and impact.

**EMPOWERMENT**, we support and trust our people, empowering learners, staff and partners to contribute, lead and succeed.

**COLLABORATION**, we are stronger together; teamwork and strong partnerships are at the heart of how we operate.

### Key responsibilities

1. Coordinate grounds maintenance, cleaning, pest control, and waste management contracts, including monitoring service levels, ensuring adherence to contract specifications and industry standards, for student residences and campus facilities using the University's Works Management System
2. Conduct regular reviews and audits, addressing issues or deficiencies and facilitating corrective actions to ensure service quality and contract fulfillment.
3. Coordinate contractors to schedule work and manage grounds upkeep, cleaning services, pest control activities, and waste management processes.
4. Ensure all services are performed efficiently, meeting quality standards, and adhering to health, safety, and environmental regulations.
5. Provide comprehensive support and advice to stakeholders, on a range of matters related to events, student residences, and short-term accommodation including assisting with event logistics, addressing issues and needs related to student housing, and managing short-term accommodation arrangements to ensure optimal service delivery and satisfaction.
6. Contribute to the implementation, coordination and review of quality assurance measures, including inspections and feedback mechanisms, to maintain high service standards, identifying and addressing areas for improvement.
7. Communicate regularly with internal stakeholders, including staff and students, to address concerns related to grounds, cleaning, pest, and waste services. Providing regular updates on service schedules, disruptions, or improvements, including KPIs and compliance with master services agreements (MSAs).
8. Ensure contractors are aware of Occupational Health and Safety (OHS) requirements while delivering services on campus. Conduct risk assessments, ensuring safety protocols are followed, addressing potential hazards related to grounds maintenance, pest control, cleaning operations, or waste disposal.
9. Monitor budgets related to grounds, cleaning, pest control, and waste services contracts. Ensure cost-effective delivery of services, review contractor invoices for accuracy, and identify opportunities for cost savings or service improvements without compromising quality.
10. Reflect and embed the University's strategic plan, and operational purpose, priorities, and goals.

11. Embed effective risk management practices to ensure continuous service delivery. Participate in training and exercises to remain prepared for potential disruptions.
12. Undertaking the responsibilities of the position adhering to:
  - the Staff Code of Conduct, Child Safe Code of Conduct, and Conflict of Interest Policy and Procedure;
  - Equal Opportunity and anti-discrimination legislation and requirements;
  - the requirements for the inclusion of people with disabilities in work and study;
  - Occupational Health and Safety (OHS) legislation and requirements; and
  - Public Records Office of Victoria (PROV) legislation.

### **Level of supervision and responsibility**

The Facilities Operations Officer works under the general direction of the Senior Manager, Facilities (East), collaborating with other members of the Property and Infrastructure team across all campuses.

The incumbent must possess a strong understanding of all Property & Infrastructure policies and procedures and will make informed decisions regarding maintenance, operations, and administrative tasks related to soft services contract management.

The role involves assessing the urgency of maintenance matters to ensure the Gippsland campus remains a safe and secure environment for staff, students, and visitors.

The incumbent may handle sensitive issues and is required to maintain confidentiality.

### **Position and organisational relationships**

The Facilities Operations Officer reports directly to the Senior Manager, Facilities (East) and will work both independently and collaboratively within a small team environment. The role requires a comprehensive understanding of all aspects of Property & Infrastructure operations, enabling the incumbent to make informed decisions, refer enquiries when necessary, and provide high-level assistance to staff, students, contractors, and visitors across the campus.

The Facilities Operations Officer will regularly liaise with various internal and external stakeholders, including but not limited to, Property & Infrastructure staff, Commercial Services, and Security personnel. Additionally, the incumbent will interact closely with contractors, professional and academic staff, students, tenants, and external parties such as service providers, ensuring effective communication and coordination to support the smooth operation of campus facilities.

This role demands a high degree of professionalism, requiring the officer to manage competing priorities while delivering a high standard of service across multiple campus functions.

### **Key selection criteria**

Applicants must demonstrate they are able to undertake the inherent responsibilities of the position as contained in the position description and are able to meet the following key selection criteria:

### **Training and qualifications**

1. Completion of:
  - a degree without subsequent relevant work experience; or
  - advanced diploma qualification and at least one year's subsequent relevant work experience; or
  - diploma qualification and at least two years' subsequent work experience; or
  - An equivalent combination of relevant experience and/or education/training
  - qualification/experience relevant to classification level
2. Hold a valid Employer Working with Children Check (WWCC) or hold a current registration with the Victorian Institute of Teaching (VIT).

### Experience, knowledge and attributes

3. Demonstrated experience in the coordination of soft services contracts (e.g., cleaning, waste management, grounds, pest), including overseeing performance, ensuring compliance with service agreements, and resolving issues with contractors.
4. Demonstrated ability to understand and anticipate customer requirements, resolve issues proactively, and maintain high standards of service excellence with a commitment to continuous improvement in service delivery and a customer-focused approach in all interactions.
5. Proven ability to communicate effectively with a diverse range of internal and external stakeholders, including contractors, staff, students, and external service providers, ensuring clear expectations and collaborative problem-solving.
6. Demonstrated ability to manage time effectively and prioritise workloads efficiently including experience in balancing multiple tasks, meeting deadlines, and adapting to changing priorities in a dynamic environment.
7. Demonstrated ability to work independently and autonomously, exercising sound judgment to manage operational issues, prioritise maintenance requests, and escalate matters when necessary.
8. Demonstrated comprehensive knowledge of Australian Standards and Occupational Health and Safety (OHS) regulations as they apply within a facilities management environment.
9. Demonstrated working knowledge and application of the Child Safety Standards.
10. Demonstrated knowledge and application of appropriate behaviours when engaging with children, including children with a disability and from culturally and/or linguistically diverse backgrounds.

***The University reserves the right to invite applications and to make no appointment.***

*It is not the intention of the position description to limit the scope or accountabilities of the position but to highlight the most important aspects of the position. The aspects mentioned above may be altered in accordance with the changing requirements of the role.*