

# Position description

Greater together 

Position title:	Support Officer (Campus Infrastructure)
Institute/School/Centre/ Directorate/VCO:	Property and Infrastructure
Campus:	Gippsland Campus. Travel between campuses may be required.
Classification:	Within the HEW Level 4 range
Time fraction:	Part-time
Employment mode:	Fixed-term employment
Reason for fixed-term:	Replacement employee
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Recruitment number:	JR101243

## Position summary

The Support Officer (Campus Infrastructure) will provide administrative support to the Property and Infrastructure office at the Gippsland Campus and as required, the Berwick campus, by undertaking a variety of activities and coordinating functions including works management administration; fleet system administration; data collection / compilation / interpretation and accounts payable activities. In addition, it is also the first point of contact for clients by phone or face to face interaction.

The Support Officer (Campus Infrastructure) will fulfil a pivotal role in the Property and Infrastructure department by delivering a high level of customer service in dealing with people internally and externally. Travel between campuses may be required.

## Portfolio

Federation University's Property and Infrastructure Directorate plays a crucial role in supporting the University's strategic objectives, including enhancing the student experience, fostering a high-performance workplace, and ensuring efficient operational management. The Directorate oversees the development, maintenance, and management of diverse physical infrastructure assets across regional Victoria, Melbourne, and New South Wales.

The Directorate includes key functions such as Asset Management, Planning and Design, Security, Fleet Services, Maintenance, and Operations. Space Management responsibility sits within the Planning and Design unit, and the Coordinator, Space Management reports to the Manager, Planning and Design.

While strategic space planning is primarily led by the Manager, Planning and Design, the Coordinator, Space Management plays a crucial supporting role in implementing strategic initiatives and ensuring space allocations align with broader university objectives.

### 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. Monitor and process work requests in the works management system (PULSE), allocating work orders to appropriate team members and issuing the orders to the relevant contractors.
2. Liaise with relevant stakeholders to provide timely updates on works request and follow up requests on behalf of customers to ensure that they receive an appropriate response.
3. Act as a first point of contact (by telephone and face to face) for all staff, students and contractors wishing to access services provided by Property and Infrastructure.
4. Provide accurate and timely advice to staff, students, and contractors at the Gippsland campus across the range of services provided by the Property and Infrastructure team, according to relevant policies and procedures.
5. Respond to maintenance reports and enquiries, convey information directly and on behalf of managers to the University community and members of the public.
6. Maintain and update contractor information on the Contractor Induction and Management System (Rapid Global) for the Gippsland Campus.
7. Process accounts payables, including receipting of invoices, raising of purchase requisitions / orders for the Gippsland Campus (Property and Infrastructure team).
8. Provide general administrative support to the Property and Infrastructure team.
9. Reflect and embed the University's strategic plan, and operational purpose, priorities, and goals.
10. Embed effective risk management practices to ensure continuous service delivery. Participate in training and exercises to remain prepared for potential disruptions.
11. 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 Support Officer (Campus Infrastructure) works under the general direction of the Senior Administration Officer, Campus Infrastructure.

The Support Officer (Campus Infrastructure) is required to provide quality customer service and factual advice to staff, students, contractors and members of the public, making informed decisions on completion and prioritisation of tasks using established University policies, procedures and guidelines. The Support Officer (Campus Infrastructure) will be required to assess the urgency of maintenance issues to ensure that the Gippsland campus remains a safe and secure environment for staff, students, and guests.

The incumbent may be required to deal with sensitive issues and will be required to maintain confidentiality.

### Position and organisational relationships

This position requires knowledge of all aspects of Property and Infrastructure to allow decisions to be made, referral of inquiries where necessary and provision of assistance to staff, students, contractors, and visitors to the campus.

The position also requires a good understanding of the campus' schools and departmental organisational structure in relation to authority levels for vehicle use, key allocations and where to forward inquiries. The position also requires knowledge of systems including Pulse, financial reporting, and accounts payable, master key systems and the Microsoft suite.

### 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:
  - completion of a diploma level qualification with relevant work-related experience, or
  - completion of a Certificate IV with relevant work experience, or
  - an equivalent combination of relevant experience and / or education / training.
2. Hold a valid Working with Children Check (WWCC) or hold a current registration with the Victorian Institute of Teaching (VIT).

#### Experience, knowledge and attributes

3. Demonstrated computer skills including familiarity with Microsoft suite.
4. Demonstrated interpersonal, communication and customer service skills, including demonstrated experience in dealing with a diverse range of stakeholders.
5. Demonstrated knowledge of financial processes such as purchasing, invoicing, and reconciliations in accordance with policies and procedures.
6. Demonstrated ability to exercise sound judgement and problem-solving skills to provide informed advice and assistance to a broad range of clients.
7. Demonstrated organisational and time management skills in a dynamic environment, including the ability to prioritise tasks to meet competing deadlines.
8. Demonstrated alignment with the University's commitment to child safety.
9. Demonstrated knowledge and application of appropriate behaviors 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.*