

Chief Operating Office Service Catalogue

September 2023

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Our Purpose

The Chief Operating Office is positioned in the organisation with the responsibility of enhancing the university's success. We provide corporate services and facilities, aligned to organisational principles and goals to support delivery of education and the strategic vision.

We provide high quality, efficient and accessible services, creating a platform to enable the university to achieve its objectives.

Through enhanced risk management, evidence-based controls and strong stakeholder relations we aim to increase efficiency across university resources.

We align excellence in service with the organisational principles, goals, and strategic vision.

Our Values

- Positive impact on education, vocation, research and community
- Leadership in service and experiential excellence
- Efficient systems, processes and culture
- Professionalism, excellence and ethics

What we do

The Chief Operating Office consist of eight sections, Property and Infrastructure, People and Culture, Legal Office, Transformation, Assets and Commercial Services, Information Technology Services, Infrastructure Planning, Digital Architecture and Enterprise Resources Planning (Workday). Each section partners and interacts with stakeholders across Federation University Institutes & TAFE Portfolios, Directorates, and external stakeholders to deliver outcomes aligned to the organisation's strategic agenda.

This service catalogue exists to provide a holistic view of delivery services within each of these sections that are made available to staff across the university.

Legal Office

The Legal office provides high quality legal services and proactive, strategic, and practical legal advice to the University across all legal areas. Our role is to ensure management and staff are sufficiently well advised and informed of legal requirements so as to maximise the quality of decision making. We ensure high-quality customer focused service, underpinned by simplified and efficient processes (e.g. by developing templates and other legal resources for use by all University staff.

Contract management

Provide leadership and support for the implementation of the University's contract management system.

Commercial arrangements

Review, draft and negotiate commercial contracts and other legal documents.

TAFE and Co-op/industry engagement

Draft and negotiate WIL and placement agreements, advise on Co-Op framework and operational matters

Property

Advise on all property issues, including leases, licences and other property instruments

Intellectual property and research

Advise on intellectual property issues including commercialisation, licensing and staff/student research and discoveries. We assist in research funding agreements, partnership agreements, centres of excellence and commercial research service agreements

Student and staff complaints procedures

We undertake responsibilities on behalf of the University arising from the operation of the Public Interest Disclosures Act 2012 and complaints referred to external authorities, including the Ombudsman's Office.

If and as required, we support internal Student Appeals and Student Misconduct hearings.

If and as required, we appear on behalf of the University before Victorian tribunals.

The University's Grievance Officer sits within the Legal Office and provides relevant training as required.

External legal advice

We brief and oversee external lawyers if and as necessary and as approved by the Head of Legal to ensure beneficial and cost-effective outcomes, and maintain a register of external legal advice provided to the University.

Higher Education regulation

Provide expertise in applicable Commonwealth and State legislation and regulatory frameworks, including the Tertiary Education Quality Standards Agency Act 2011 (Cth), the Australian Skills Quality Authority and associated legislation.

International relations and partner providers

Advise and draft international commercial agreements including partner provider agreements, agent and recruitment agreements, and partnership agreements. We provide advice on international regulations including foreign arrangements and foreign interference obligations.

Export controls

We can advise on export control issues, particularly regarding research collaboration.

Protected disclosure and foreign interference law

We perform a statutory integrity function and can advise on confidentiality, and protected disclosures.

Freedom of information

As the University Freedom of Information Officer we advise and determine requests pursuant to the Freedom of Information Act 1982 and related matters.

It is a requirement that all University legal work must come to the Legal Office. Visit the [Requesting Legal Services](#) page for more information about how to contact us.

Commercial Services

The Commercial Services team aims to provide all our customers with a quality experience and exceed expectations. We value local partnerships with industry and the community as a key asset across our various regions and strive to achieve a stronger relationship and work closely with our local communities.

Accommodation

Short term on-campus accommodation is available to staff travelling between campuses.

Group, family and individual accommodation options available

Our accommodation isn't just for students. We also have a range of options if you're visiting the area and have groups, families and individuals stay with us throughout the year. We also accommodate large groups for school trips, sporting competitions or conferences, and offer a range of facilities and services with our tailored packages.

Catering

Food and beverage menus featuring a selection of the best produce our regions have on offer

Fedfood Van

The Fedfood Van offers a number of menu options, and presents a fuss-free, festival atmosphere to your event.

Venue and Event Management

Commercial Services manages external hire of all University facilities across our campuses including Caro Convention Centre and Albert Coates Complex.

Facilitating a coordinated and streamlined approach to event organisation, and internal processes, Commercial Services are available to provide Conference and Event services to internal and external clients.

Contact us to discuss your requirements:
[03 5327 9480](tel:0353279480)
hospitalityandevents@federation.edu.au

Fed Print

Fedprint offers a range of printing services to all campuses, including printing, finishing and custom product. Easy online ordering and fast turnaround is available.

Custom Products

A range of custom products and merchandise is available for ordering.

Internal Retail Purchasing

Commercial Services operates a range of on-campus retail and food services.

Federation Health Sports and Aquatics Centre

Located within the state-of-the-art Health and Sports Precinct on the Mt Helen Campus, the Health, Sports and Aquatic Centre can help you to achieve your health and fitness goals. The Health, Sports and Aquatic Centre features a health and fitness centre, heated indoor 25-metre pool, indoor sports stadiums, active studio, tennis courts with membership options available for students staff and the community. The Health, Sports and Aquatic Centre also offers Learn to Swim programs, group fitness classes, personal training, childrens birthday parties and facility hire for school and community organisations.

FedWell is the workplace health and wellness program for Federation University Australia staff.

The program aims to empower staff and their families to taking greater control over their work-life balance, fitness and health as well as being more informed about decisions relating to important health-related issues.

Federation Childrens Centre

Federation Children's Centres, located at Mt Helen, Ballarat CBD (SMB) and Gippsland provide quality childcare and kindergarten programs for children aged 6 weeks to 5 years.

Our centres offer a caring and supportive environment with flexible and stimulating learning experiences. Enrolments are open to Federation staff, students and the local community.

Profits generated by Commercial Services operated services are put back into our University community, funding improvements, activities, resources and supporting our students. Visit [federation.edu.au/commercialservices](https://www.federation.edu.au/commercialservices) for full details on our availability service areas.

Technology Parks

Located across five principal sites the Federation Technology Parks host 59 enterprises across 24,000m² of commercial space. In total the TechParks host in excess of 5% of all employment in the Ballarat economy, and hosts the generation of annual economic activity of in excess of \$700 million. The Technology Parks provide a strong revenue stream to the University operations, while also acting as a key conduit for the Cooperative university partnership model.

The technology Parks utilise our Tenancy Plus model, which focuses upon four key streams

High quality infrastructure

Highly skilled workforce suitable for placement or medium term employment

Codesign curriculum leading to workforce pipeline creation

Tailored research programs

Fifty-nine enterprises use the Federation University Technology Parks

Ernst & Young

Concentrix

IBM

Emergency Services Telecommunications Authority

Serco

Grampians Health care

Primary Health Care

Fiona Elsey Cancer Research

WIN Network and Precision Agriculture Australia



You can learn more about Federation university Technology Parks [here](#).
For room bookings [Contact us](#).

Infrastructure Planning

Providing leadership and strategic advice on key projects with enhanced outcomes and increased coordination across the University's infrastructure and assets.

Physical Infrastructure

Strategic insight and advisory on physical infrastructure

- Custodianship of the campus master plan(s)
- Internal consultancy and advisory (especially on Campus Transformation)
- Provide advice on key projects (e.g. Dandenong, Berwick)
- External agency engagement

Digital Infrastructure

Strategic insight and advisory on digital infrastructure and virtualisation

- Co-lead Digital Transformation
- Internal consultancy and advisory
- Provide advice on key projects (e.g. ERP)
- Co-ordinate the take up and roll out of the Information Governance Management Framework.

National Security

Management of advisory on the National Security Interface

- Management of DISP obligations
- Perform the role of CSO/PSO
- SME for FI risk management
- Assess, advise and recommend on steps to minimise FI risk
- Advise on related Security matters as required.

CIMT and BCP

Co-ordination of the Critical Incident Management Team (CIMT) and Business Continuity Plan (BCP) frameworks and action plans

- Ensuring frameworks are refreshed, maintained and fit for purpose through annual review process
- Ensuring sufficient testing and training exercises are in place to validate plans, participant skills and underpinning arrangements (e.g. Disaster Recovery Plans)
- Developing / acquiring /adopting templates and tools to improve the efficiency of the CIMT and BCP process.

Operational Risk

Oversite and co-ordination of Operational Risk register

- Ensuring risk register is regularly refreshed
- Ensuring operational, enterprise and project risk are aligned and interfaced
- Ensuring operational risk mitigation strategies are validated by responsible business units
- Developing/ /acquiring/adopting templates and tools to improve the efficiency of the operational risk management process.

People and Culture

Overall responsibility for leading the development and delivery of our people strategy and focusing on key priorities of workforce planning, people and leadership capability, talent and performance management, organisational change and realignment and change agility.

Senior Business Partnering

- Business assessment and business case development
- Capability and talent building
- Fostering collaboration
- Simplifying people and culture processes
- Empowering employee experiences
- Collaborating and bring key client information into a University-wide perspective

Capability and Performance

- Strategies, methods, process and tools to drive organisational performance
- Strategies, methods, processes and tools to enable organisational capability (technical, enablement, leadership capabilities)
- Champion diversity and inclusion

Workplace Relations and Change Management

- Strategies and matters of workplace and employee relations – methods, processes and tools for the organisation vision and strategy
- Organisational change management methodologies, process and tools to support all organisational change initiatives

Business Advisory Services

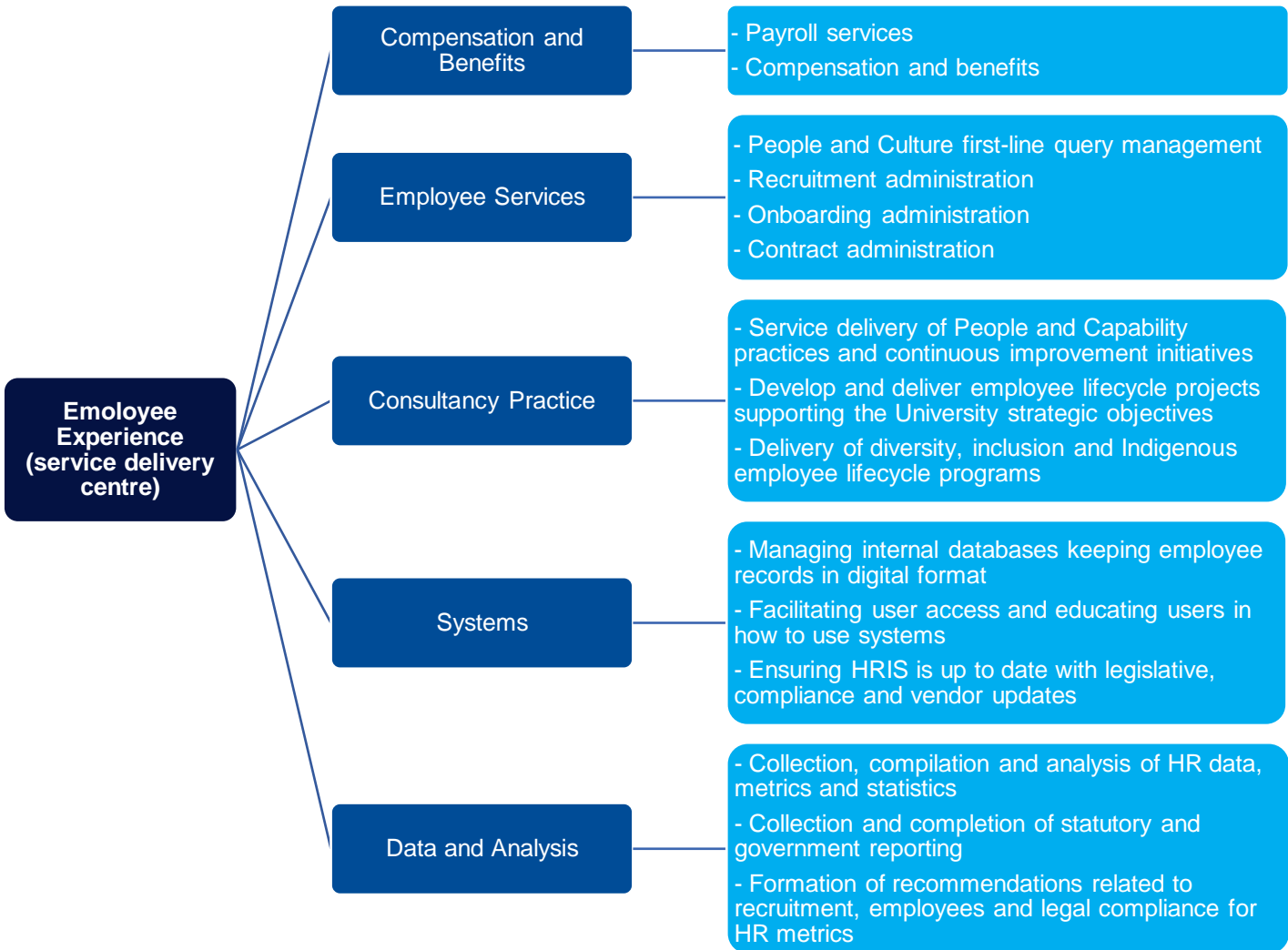
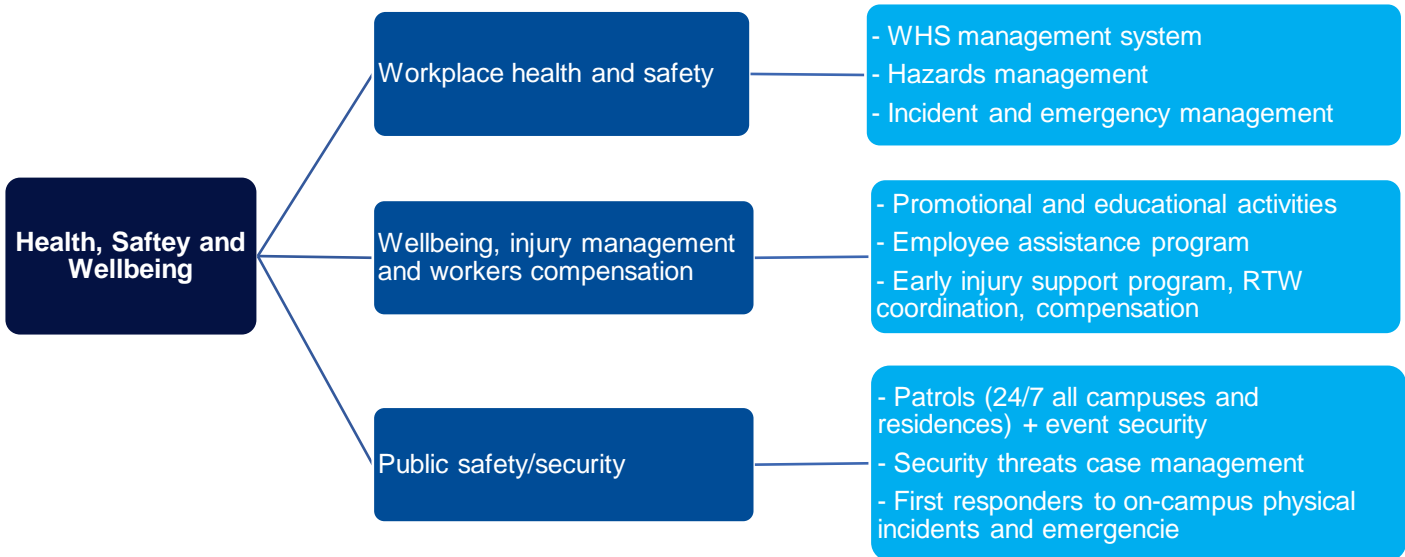
- Collaborating with managers and employees to resolve grievances, issues, industrial and performance matters
- Build capability across the business in the development and classification of position descriptions
- Support organisational and individual position

Employee Engagement

People and Culture communications

- External to the organisation
- Internal to PC team

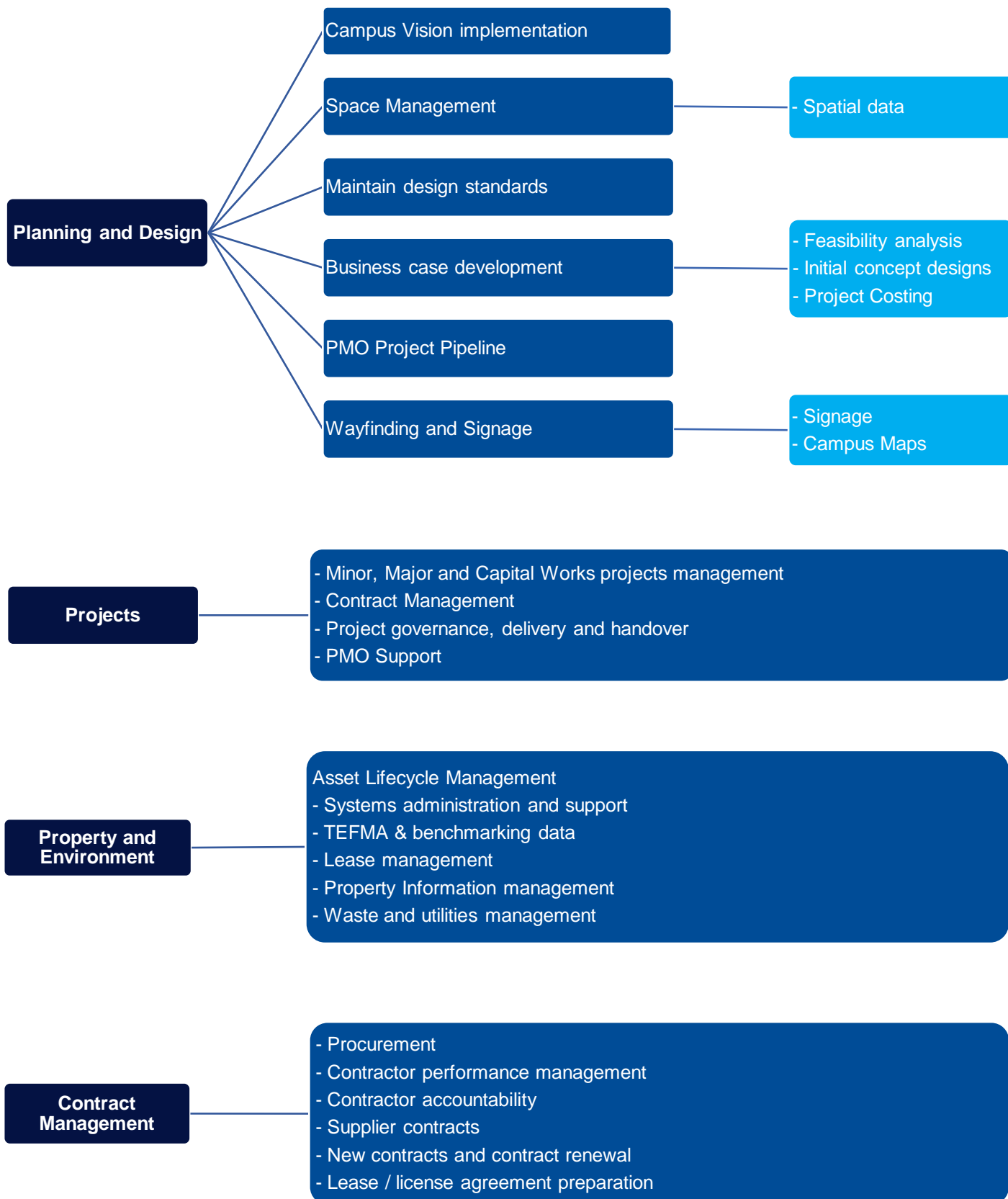
- People and Culture engagement activities
- External People and Culture promotion and marketing
- Customer and PC employee survey delivery
- People and Culture annual calendar of events

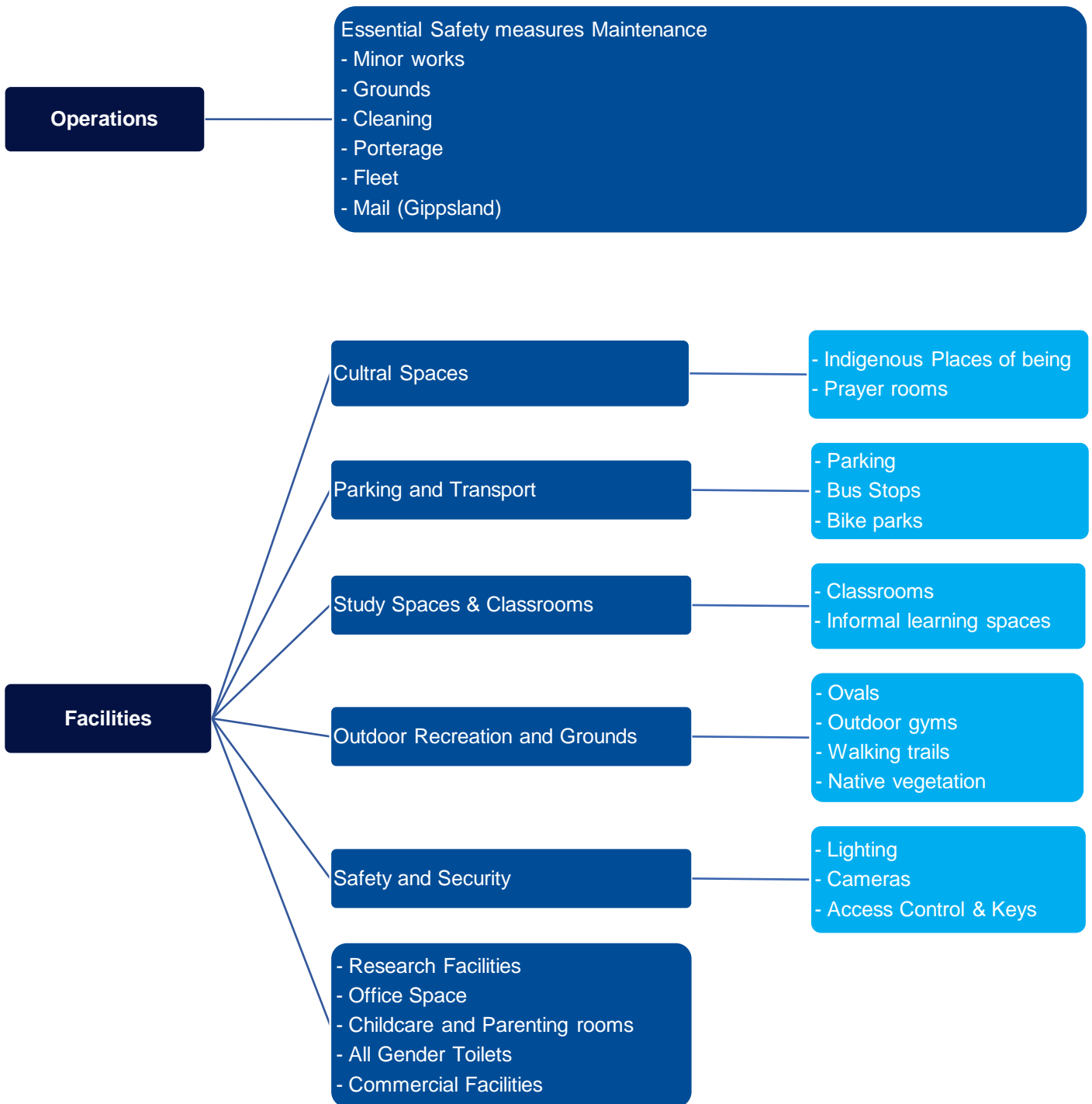


You can submit a request using our [People and Culture ServiceNow portal](#).

Property and Infrastructure

Property and Infrastructure staff provide facilities development, management and maintenance across all of our campuses.



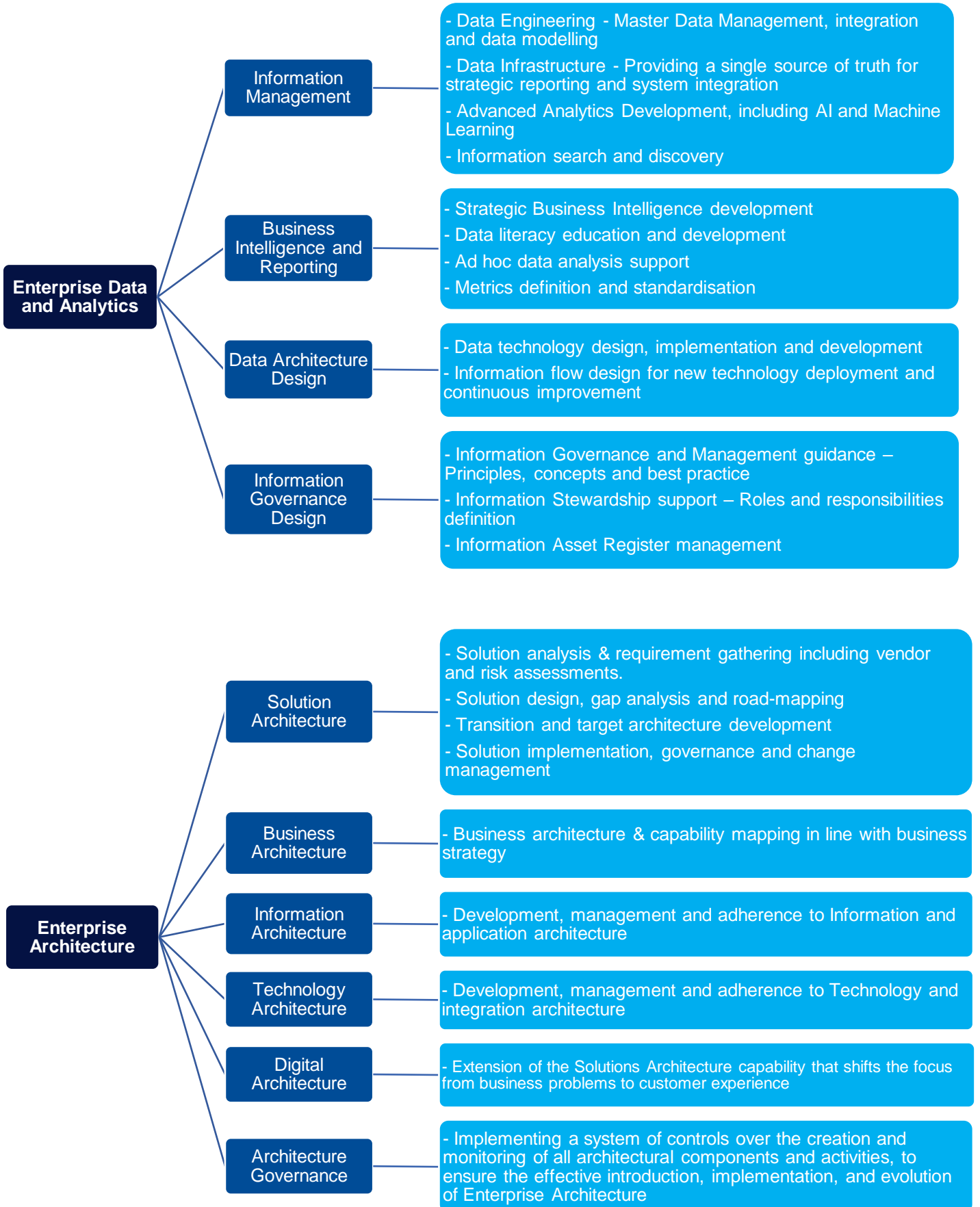


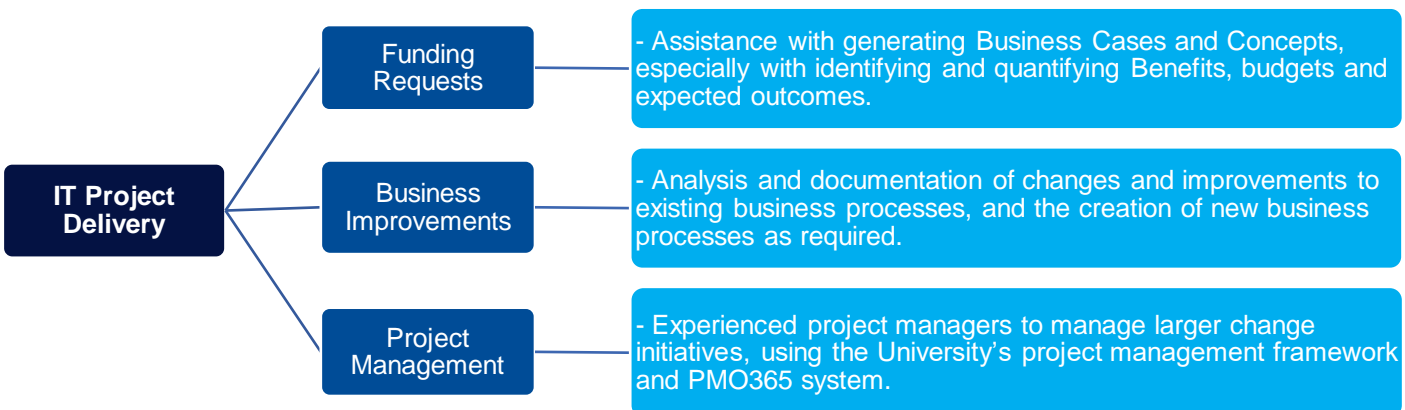
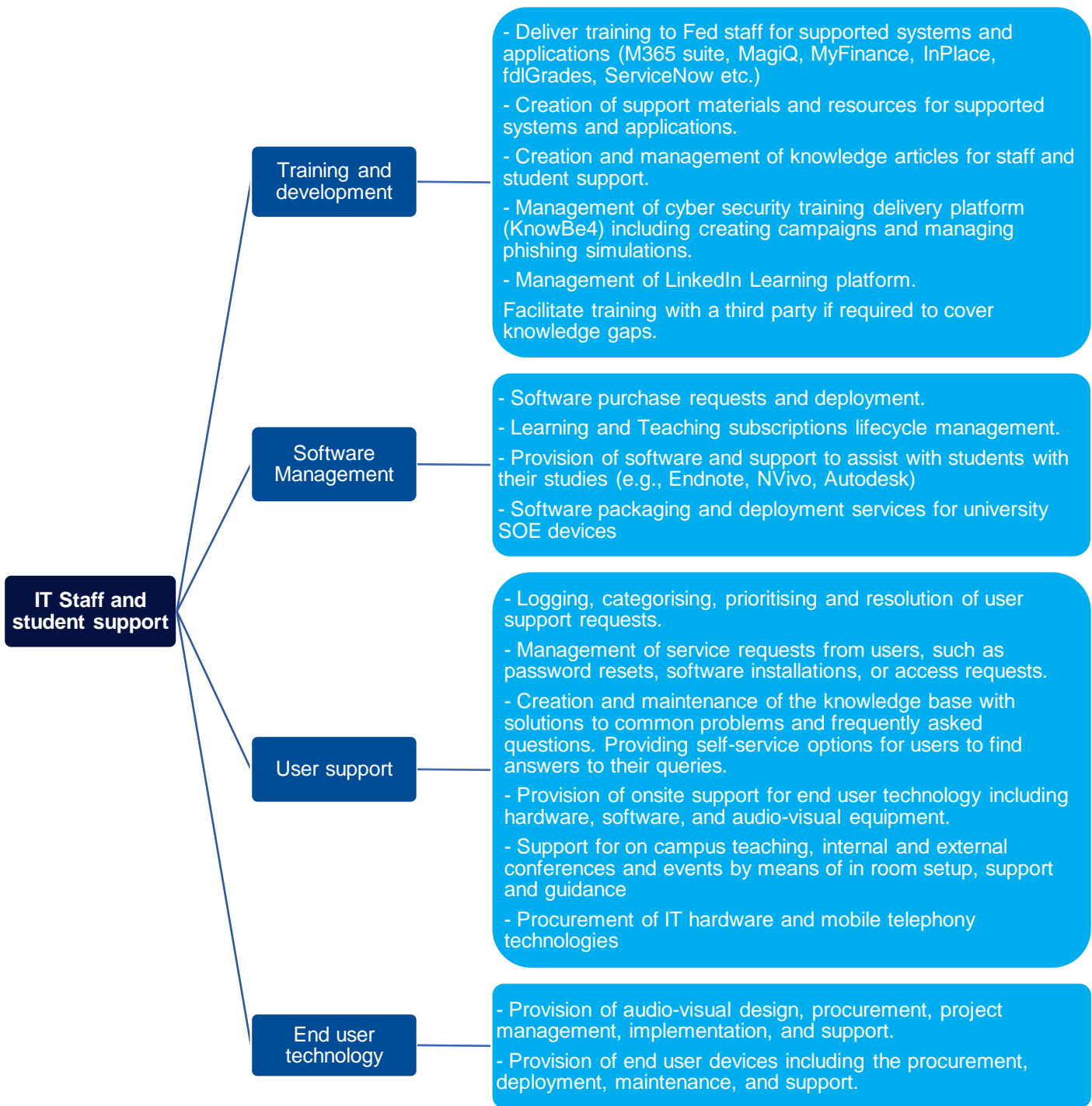
Requests for maintenance may be lodged electronically via the online works and maintenance management system, Pulse, by your school/section representative. Requests can range from changing a flickering light to furniture relocations.

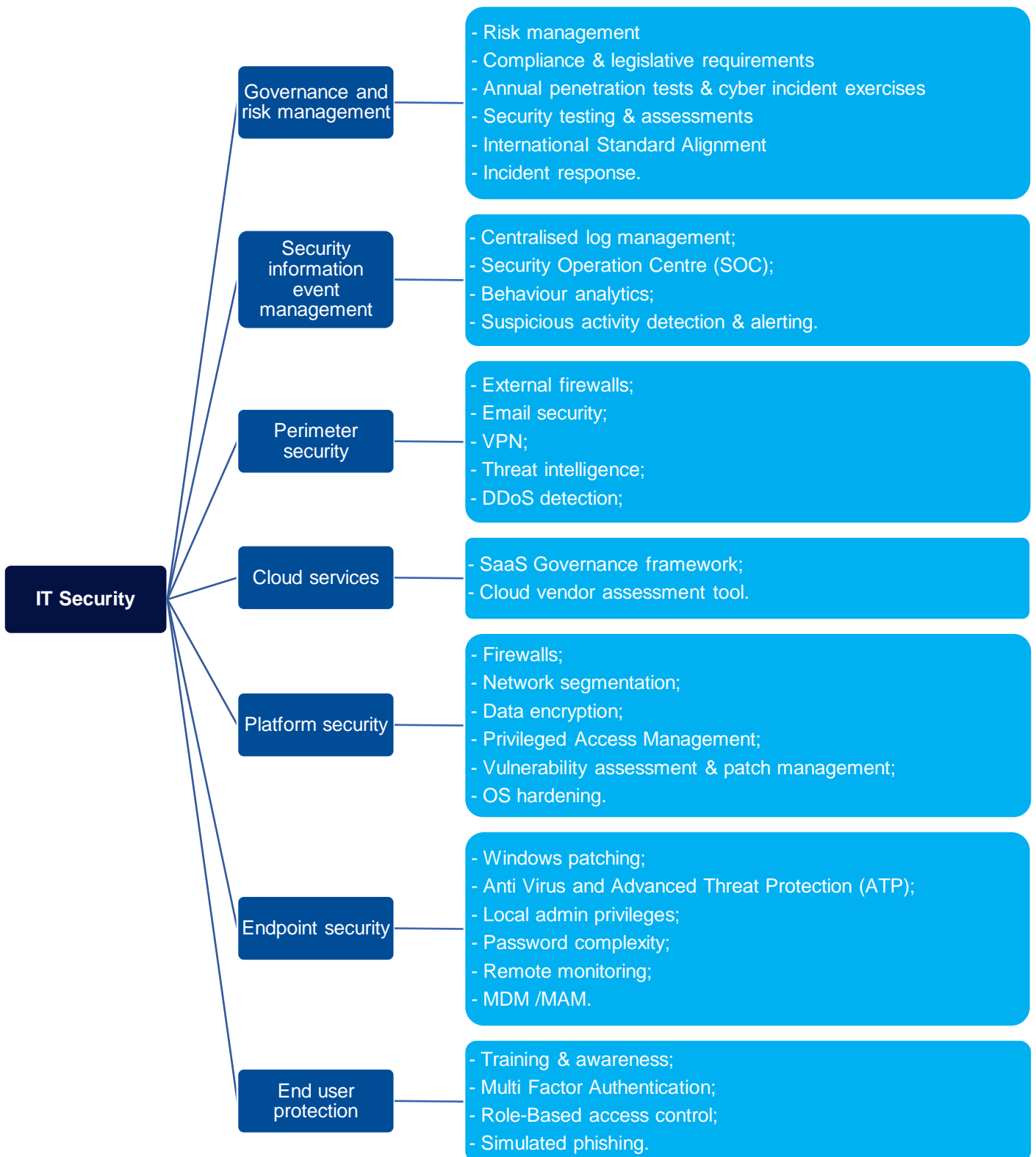
- [Eastern campuses](#) (Gippsland and Berwick)
- [Western campuses](#) (all others)

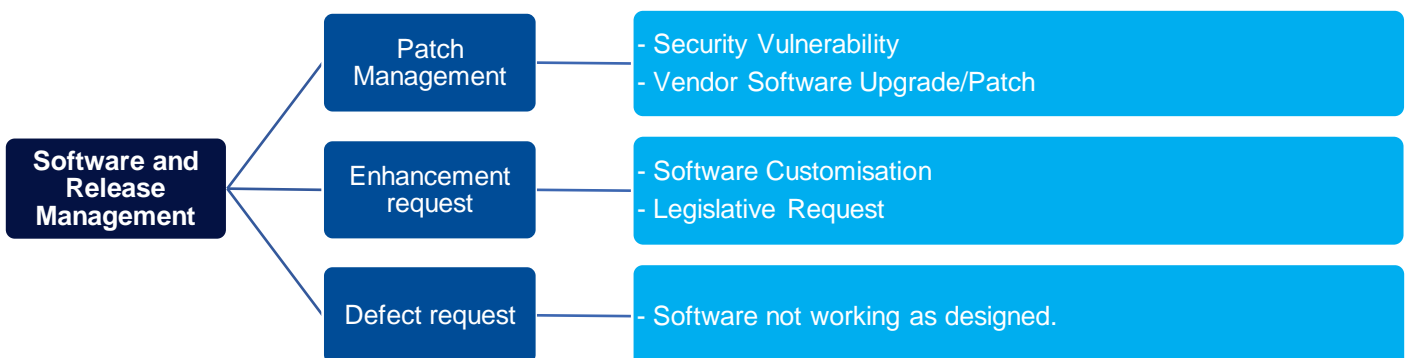
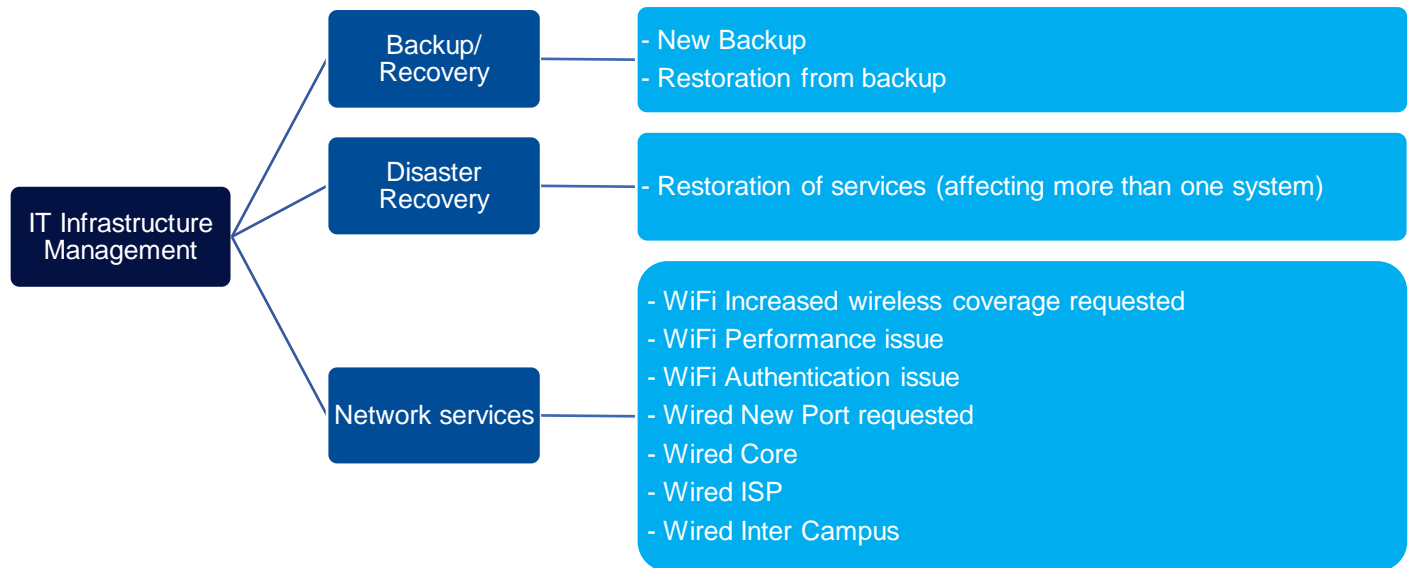
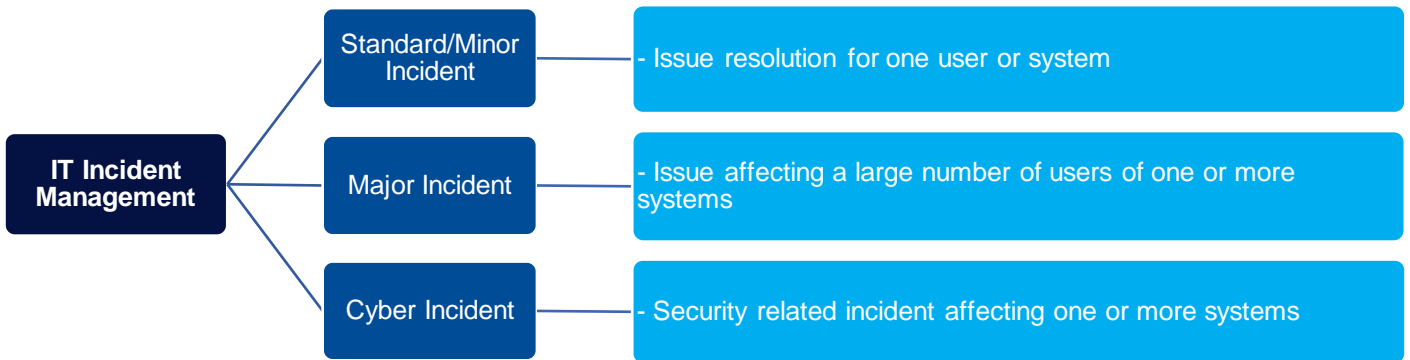
Information Technology Services

ITS provides services and support across a range of areas, you can contact the support team via the [ITS Service Portal](#) to make a request or report a problem.









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