

Position Description – Facilities Support Officer

Updated 17 February 2025

POSITION DETAILS

College/Portfolio	College Medicine and Public Health
Organisational Unit	Discipline of Rural and Remote Health
Supervisor (Title)	Facilities Manager NT
Classification	Higher Education Officer level 4
Employment Type	Fixed term, Full-time

POSITION SUMMARY

Under routine to general direction, the Facilities Support Officer will form part of the Facility Team and provide accurate, efficient and timely facility, accommodation and contractor support to the members of the Rural and Remote Health (RRH) leadership team, and staff and students based in Alice Springs or Darwin.

The role will also provide first point of contact for visiting staff, students, contractors and the public at the Alice Springs or Darwin Campus as required and provide facility assistance and on the ground support to the Facilities Manager, local staff and students as needed.

The position will be situated in either our Darwin or Alice Springs Campus.

UNIVERSITY EXPECTATIONS AND VALUES

All staff at Flinders are responsible for understanding their obligations and responsibilities as set out in the University's code of conduct and are expected to:

- demonstrate commitment to the University's values of Integrity, Courage, Innovation, Excellence, and the underlying ethos of being Student Centred;
- contribute to the efficient and effective functioning of the team or work unit to meet the University's objectives. This includes demonstrating appropriate and professional workplace behaviours, providing assistance to team members, if required, and undertaking other key responsibilities or activities as directed by one's supervisor;
- promote and support an inclusive workplace culture which values diversity and embraces the principles of equal opportunity;
- perform their responsibilities in a manner which reflects and responds to continuous improvement; and
- familiarise themselves and comply with the University's *Work Health and Safety, Injury Management and Equal Opportunity* policies.

Northern Territory Government legislation (the Care and Protection of Children Act 2007) now requires all individuals in child related employment or whose duties involve, or are likely to involve, contact with a child, to hold a valid 'Working with Children Clearance' (Ochre Card). This position involves child related work and is assessed as requiring a Working with Children Clearance/Ochre Card.

It is a requirement of this position that the incumbent maintain a valid National Police Certificate which is satisfactory to the University.

Staff working in a health care setting are required to be fully vaccinated against COVID in line with the NT Health policy.

KEY POSITION RESPONSIBILITIES

The Facilities Support Officer is accountable for:

- Liaising effectively with members of the RRH leadership team and other internal and external stakeholders to support the smooth operation of the facilities and student accommodation properties.
- Providing first point of contact for visiting staff, students, contractors and the public and providing operational and on-site support to the Facilities Manager, local staff and students as needed.
- Under direction of the supervisor, assist in the maintenance of campus resources, region-based fleet vehicles and student bicycles as well as vehicle, bicycle and facility bookings including room bookings and support for external partners.
- Assisting with the Work, Health and Safety operations of the Northern Territory campuses under the direction of the supervisor.
- Assisting with the management of contractor engagement and raising and closing of work orders issued to contractors.
- Providing on the ground assistance to the Accommodation Coordinator regarding student accommodation bookings and enquiries and maintenance tasks.
- Provide assistance with the development of relevant accommodation procedures and recommendations.
- Provide timely and effective advice and support to students and staff.
- Some out of hours work including being on call during weekdays and/or weekends, as required.
- Supporting the health and well-being of students residing in Alice Springs or Darwin in our accommodation or on placement.
- Any other responsibilities in line with the level of the position as assigned by the Supervisor and/or the University.

KEY POSITION CAPABILITIES

- Completion of a Diploma with relevant work experience or certificate qualification with relevant work experience, or an equivalent combination of relevant experience and/or education/ training.
- Effective organisational skills with demonstrated ability to prioritise work, meet deadlines and use initiative.
- Demonstrated commitment to providing support to staff and students including the ability to exercise judgement and effective problem-solving skills.
- Demonstrated effective verbal and written communication skills, including the ability to produce quality documents, reports and correspondence.
- Effective interpersonal skills with demonstrated ability to develop positive and effective working relationships with staff at all levels, both internal and external to the University and including a diverse range of community and health professionals.
- Demonstrated ability to work co-operatively with team members, including staff at other locations, to share information and ideas and collaborate in achieving outcomes.
- Demonstrated experience in organising and administering events or functions.
- Knowledge of administrative systems and Microsoft Office tools.
- A Northern Territory Driver's Licence is required.