

## Position Description – Facilities Support Officer

Updated 23 October 2024

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, Part time

POSITION SUMMARY
<p>Working under routine to general direction, the Facilities Support Officer provides a customer-focused front-line support service to students, staff and a wide range of stakeholders, to positively impact the customer experience and contribute to a welcoming, engaging and activated campus environment.</p> <p>The position is responsible for the day-to-day operations of remote campuses and student accommodation in the Katherine region including Work, Health and Safety (WHS) orientation to all users and visitors, monitoring and responding to student emails about accommodation, planning and carrying out inspections and student accommodation changeovers, maintaining inventory and purchasing office cleaning supplies for the campus and coordinating maintenance and servicing of region-based fleet vehicles.</p> <p>The position will be situated at the Katherine Campus and the incumbent will be required to live in the region.</p>

UNIVERSITY EXPECTATIONS AND VALUES
<p>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:</p> <ul style="list-style-type: none"> <li>demonstrate commitment to the University's values of Integrity, Courage, Innovation, Excellence, and the underlying ethos of being Student Centred;</li> <li>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;</li> <li>promote and support an inclusive workplace culture which values diversity and embraces the principles of equal opportunity;</li> <li>perform their responsibilities in a manner which reflects and responds to continuous improvement; and</li> <li>familiarise themselves and comply with the University's <i>Work Health and Safety, Injury Management and Equal Opportunity</i> policies.</li> </ul> <p><i>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.</i></p>

*A National Police Certificate which is satisfactory to the University will be required by Flinders University before the successful applicant can commence in this position.*

*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:

1. Providing operational support to remote campuses and student accommodation in the region under direction from the supervisor.
2. Providing front of house service to staff, students, contractors and members of the public.
3. Assisting with Work, Health and Safety (WHS) tasks and orientation to all users and visitors to the building and coordination of security systems and key card/key access as required.
4. Assisting to ensure work order tasks are closed off in a timely manner.
5. Monitoring and responding to student emails about accommodation in the respective region and monitoring occupancy software to resolve issues relating to accommodation, plan and carry out inspections and changeovers in the region.
6. Assisting academic and professional staff to support student wellbeing by escalating problems to relevant staff as they arise.
7. Maintaining inventory and purchasing office supplies, services and cleaning supplies for the campus.
8. Coding facilities related invoices in the P2P (Purchase to Pay) system, Basware, ensuring appropriate approvals and supporting information is obtained for all transactions and familiarity of Flinders University's Financial Expense Delegations and Contractual Delegations.
9. Coordinating maintenance and servicing of region-based fleet vehicles and oversight of vehicle and facility bookings including room bookings and support for external partners.
10. Assisting with the administration and delivery of local special projects and functions as required.
11. Any other responsibilities in line with the level of the position as assigned by the Supervisor and/or the University.

Some out of hours work and intrastate travel will be required, a current NT Driver's Licence is essential.

### KEY POSITION CAPABILITIES

- Completion of a diploma or Certificate IV with relevant work experience, and/or equivalent combination of relevant experience and/or education and/or training.
- Effective customer service skills and experience in a front-line customer service environment where a positive, engaged and solution-focused approach is required.
- Demonstrated effective communication, and interpersonal skills with ability to develop positive and effective working relationships with staff and students at all levels, both internal and external to the University.
- Effective organisational skills with demonstrated ability to prioritise work, meet deadlines and use initiative.
- Demonstrated ability to work co-operatively with team members, including staff across Rural and Remote Health and the wider University, to share information and ideas and collaborate in achieving outcomes.
- Effective computer literacy including demonstrated knowledge of Microsoft Office applications and the ability to learn and adapt quickly to new technologies and applications.
- Ability to use discretion with confidential and sensitive information.
- Familiarity with the implications of living in rural and remote environments.
- Experience of working in a university environment (desirable).