

Equity principles underpin all UNE policies and procedures. The University is committed to EEO principles and values cultural diversity, and recognises that all its employees have a contribution to make in ensuring an equitable and harmonious working environment.

UNIVERSITY OF NEW ENGLAND

Position Statement

DEPARTMENT: Facilities Management Services

POSITION TITLE: Campus Services Officer (Room Access and Safety)

CLASSIFICATION LEVEL: Higher Education Officer Level 4

DATE CLASSIFIED: 27 June 2008

REPORTS TO: Campus Services Manager

DIMENSIONS OF POSITION:

Facilities Management Services currently employs approximately 35 staff and is responsible for building construction, refurbishment and maintenance, mechanical services and energy management; design services; project management and construction management; space and property planning and management; grounds landscaping and maintenance; security, mail, cleaning, waste and recycling management.

This is an operational position within the Campus Services Section of Facilities Management Services, which is responsible for the provision of a wide range of logistical services to the University. This position will primarily be based at the CB Newling Campus and will require flexibility in working hours to meet service provision. This position will provide support for the Campus Services Officer who is based at the main campus.

POSITION OBJECTIVE:

The scope of duties undertaken by the Campus Services Officer under procedural direction include but are not limited to: co-ordination of services and room hire at CB Newling and centrally allocated spaces, supervision of cleaning contractors, hirers and community groups access, supervision of the CARDAX maintenance contract, adhoc room bookings, theatres duties and site inductions.

This position will support the Campus Services Manager and Campus Services Officer, Property, in the coordination and provision of ad hoc room bookings of centrally allocated teaching spaces, theatre bookings and community engagement at the CB Newling Campus and the main academic campus.

DUTIES:

Under procedural direction carry out the following:

- 1 Supervise the daily operation of contractors for functions such as cleaning, access requirements, recycling and maintenance,. This requires an understanding of a broad range of contracts.
- 2 Supervise the daily operation of the FMS CARDAX Preventative Maintenance Contract under established contract procedures and guidelines. This involves responding to requests from security, contractors and staff; monitoring use of the system and problem-solve issues with the system as they arise.
- 3 Identify and investigate issues and make recommendations on courses of actions to be taken for approval by the Campus Services Manager.
- 4 Liaise with department representatives and tenants at CB Newling in relation to requests for additional services, special requests and/or complaints. This will involve establishing priorities to maintain high levels of customer service.
- 5 Identify and monitor building, furniture and furnishings defects. Establish priorities and raise work requests within the Archibus maintenance system.
- 6 Provide information, training and assistance to community groups utilising the CB Newling Campus, and users of the CARDAX Access Control System..
- 7 Undertake and be responsible for the provision of adhoc room bookings services using the Syllabus Plus booking system including the coordination of multiple services that may be required or affected.
- 8 Undertake the co-ordination of lecture theatres bookings through the Syllabus Plus booking system, liaising with the relevant internal and external providers including theatre set up and bump in and out procedures.
- 9 Liaise and coordinate with the UNE Timetabling Officer to provide efficient utilisation of centrally allocated spaces.
- 10 Apply established rules, legislation and policies for room bookings including the provision of custodial duties at public performances if required.
- 11 Using clearly understood procedures and guidelines Conduct site induction training with client users of rooms booked for functions/performances. This involves training such as basic OH&S, fire safety and room booking protocols.
12. Understand and apply the University's policies and procedures in relation to Equal Opportunity, Risk Management, Occupational Health and Safety, Records Management and Quality Assurance as they relate to this position.
- 13 Undertake other duties relevant to this position and required or directed by senior staff.

QUALIFICATIONS AND SELECTION CRITERIA:

- 1) Completion of a diploma level qualification; or completion of a Certificate IV qualification with relevant work experience; or completion of a Certificate III qualification with extensive relevant work experience; or an equivalent combination of relevant experience and/or education/training.
- 2) Demonstrated high level computer skills, including but not limited to: the ability to use room booking software such as Syllabus Plus and a building maintenance system such as Archibus FM; and wordprocessing software such as Microsoft Word.
- 3) Demonstrated knowledge and experience with electronic security access control systems such as CARDAX CCFT.
- 4) Demonstrated excellent communication skills both oral and written including the ability to liaise with a wide range of departments and customers to meet service delivery expectations.
- 5) Demonstrated ability to apply established rules, standards, legislation and policies as they relate to this position.
- 6) Experience in the supervision of contractors.
- 7) Ability to coordinate multiple tasks across multiple sections with or without supervision to meet service delivery expectations.
- 8) Ability to work as part of a team to coordinate service delivery or work independently on specific tasks as required.
- 9) Ability to identify issues, investigate matters and make recommendations as they arise within established guidelines and procedures.
- 10) Knowledge of EEO and OHS principles as they relate to this position and an understanding of risk management, records management and quality assurance.