

EMPLOYEE POSITION DESCRIPTION

TITLE: FACILITIES SUPPORT OFFICER 0.66FTE

STREAM: GENERAL OFFICERS STREAM

LEVEL: 2/3

SECTION: ENVIRONMENT AND INFRASTRUCTURE

POSITION: 10102

REVISED: APRIL 2024

Position Objectives

- To provide quality and timely service to both internal and external customers by directing or dealing with all enquiries efficiently and accurately including handling of customer enquiries and works requests associated with the buildings team in accordance with Customer Service standards.
 - To present a positive, professional image to all internal and external clients.
 - To regulate a maintenance, security, and cleaning service for internal and external clients for Council's facilities as required.
 - To assist the Project Officer – Buildings and Operations in facilities management and to undertake Council's facilities administration including all buildings.
 - Assist to deliver an efficient program of building maintenance that includes both preventative maintenance and a timely response service.
 - Supervision of contractors, as required.
 - Collect, collate, and report on data relating to works performed by the buildings team.
-

Position Specification

Building Facilities/Maintenance

- Assist the Project Officer - Building and Operations with:
 - Developing and implementing building maintenance plans and schedules.
 - Providing input to annual business planning for building maintenance budgets.
 - Supervising contractors or Operations staff to complete building maintenance for Council-owned buildings, as required by the building maintenance plans and schedule, and for emergency maintenance.
 - Building maintenance contracts supervision including, but not limited to: cleaning, pest control, security, zip taps/water filters, sanitary bin services, waste collection services, window and gutter cleaning, and automatic door servicing.
 - Maintenance of Council's Asset Management System, Asbestos and Electrical Registers, and the Asbestos Management Plan.
 - Customer service, and remote site building stakeholders, to schedule maintenance to minimise the impact on building facilities users.
 - Maintaining after-hours standard operating procedures and register for emergency building maintenance that enable the on-call team to call pre-qualified contractors.
- Liaise with relevant Council staff working in Council buildings subject to maintenance works.

Administrative

- Provide administrative support to the Project Officer - Building and Operations exercising a degree of judgment, initiative, confidentiality, and sensitivity in the performance of work.
- Assist with maintaining the files and databases of Council's facilities.
- Assist with compiling, documenting and drafting reports and presentations on Operations' activities, as required.
- Monitor outstanding actions and commitments.
- Identify, promote, and implement best practice systems and processes to improve efficiencies or effectiveness.
- Monitor records management workflows and prioritise tasks to ensure deadlines are met.
- Monitor and follow up Customer/Works Requests to ensure the efficient assignment and tracking of works.
- Assist with waste management process as required.
- To assist in undertaking operational supervision and contractor management of minor works programs.
- Report to the Project Officer – Buildings and Operations outstanding WHS compliance issues for Council and assist in meeting WHS legislative requirements.
- Assist the Project Officer – Buildings and Operations with project work associated with approved budgets and budget requirements for the Council facilities as required.
- Preparation of works orders and undertake procurement for Council's Building Facilities within delegated authority.
- Receive and direct incoming enquiries related to building facilities efficiently and accurately throughout Council.
- Assist with writing Council Reports relating to Building Facilities.
- Assist in maintaining Council's Asset Management System as it relates to Building Facilities.
- Assist the Project Officer – Buildings and Operations with minor works across the organisation as required.

Other duties, within the classification level, as directed.

Requirements of the Position**Skills**

- Demonstrated communication, negotiation and interpersonal skills and qualities with an ability to develop and maintain relationships.
- Effective time management skills demonstrated by meeting set deadlines and prioritising workloads.
- Sound problem-solving and analytical skills with the ability to set priorities and to make informed decisions.
- Demonstrated ability to interpret technical plans.
- Excellent customer service skills.
- Demonstrated ability to work in a team environment.
- High level of attention to detail, accountability for work and self-motivated with a willingness to learn and succeed.

Attributes

- Ability to maintain confidentiality.
- Ability to work as part of a high-paced, productive team.
- Ability to communicate with internal and external customers and stakeholders.
- Ability to actively participate as a positive member of, and ambassador for, the Operations team, contributing to the team and organisational culture.

Knowledge

- Working knowledge of procurement principles.
- Working knowledge of contractor management.
- Working knowledge of building principles.
- Sound knowledge of Council policy, procedures, and responsibilities.
- Sound level of knowledge of customer service principles.
- Sound knowledge of and awareness of responsibilities relating to Council's Work Health and Safety Policies and Procedures.

Training

- Ongoing training and attendance at appropriate external seminars and courses to upgrade qualifications and skills.
- Internal courses and/or seminars and on the job training.
- Participate in staff development and training programs as required.

Experience

- Experience in administrative practices and procedures.
- Experience in a customer service environment.
- Experience in the utilisation of computer software packages.
- Experience in and understanding of building principles.
- Experience and understanding of Council's WHS principles, policies and procedures.
- Extensive experience in a similar position is desirable.

Special Conditions

The incumbent of this position may be required to work outside standard hours in special circumstances.

Requirements of the Employee**Work Health Safety Responsibility**

Ensure as a matter of self-interest, and as a legal obligation, that nothing is done to make work health and safety provisions less effective.

In particular, each employee must:

- Take reasonable care to protect their own safety at work.
- Not endanger any other person through any act or omission at work.
- Correctly use all equipment provided for work health and safety purposes.
- Obey all instructions issued to protect their own personal work health safety and the health and safety of others.
- Not, by the consumption of alcohol or a drug, be in such a state to endanger their own safety at work or the safety of any other person at work.
- Report all accidents to their supervisor, and report or make such recommendations to their supervisors, as they deem necessary to avoid, eliminate or minimise any hazards of which they are aware regarding working conditions or methods.
- Be aware of the requirements under the Council's Work Health and Safety Policy Guidelines.
- Keep their work area tidy.
- Be encouraged to participate in the election of Health and Safety Representatives.

Records Management

Employees have a legal obligation to meet the requirements of the State Records Act and to comply with corporate Records Management Policy, Procedures and Standards and to properly use Council's corporate Records Management Systems.

Customer Service

Employees are committed to providing the highest quality Customer Service both internally and externally and will ensure they comply with the City of Victor Harbor Customer Service Framework.

The Customer Service Framework includes service standards and general information that details the required commitment to customers and the community. This helps to ensure that all reasonable requests and enquiries, including complaints, are responded to in a courteous, consistent, timely and fair manner and that Council resources are used efficiently and effectively.

Performance Evaluation

Performance evaluation shall occur in accordance with the Professional Development Process (PDP) Procedure and will take into account the performance against this position description (PD) and the performance indicators contained in the PD.

Review

This job description is subject to annual review, during the Professional Development Process, with amendments as required.

Organisational Relationship

Work under general direction of and responsible to the Project Officer – Buildings and Operations.

Selection Criteria**Essential criteria:**

- Sound analytical and numeracy skills.
- High level of confidentiality and professionalism when dealing with sensitive information.
- Effective time management skills.
- High level administration skills.
- Demonstrated ability to work positively and constructively as part of a team.
- Demonstrated communication and interpersonal skills in dealing with internal and external customers.
- Sound research and problem solving skills, and focussed on solutions.
- Sound knowledge of customer service principles.
- Working knowledge in building principles.
- Working knowledge in Work Health and Safety principles, policies, and procedures.
- Sound skills in using Council's computer network to achieve required outcomes. Microsoft Word, Excel, Outlook, Access, PowerPoint, Visio.
- Demonstrated commitment to provide high level customer service to ratepayers and the community, meeting the City of Victor Harbor Customer Service Objectives and Charter.
- Possession of a current Class C Drivers License.

Desirable criteria:

- Experience in working with, or working for, Local Government.
 - Knowledge of Council's administrative systems and processes.
 - Sound skills in using Arc View and OneCouncil.
 - Working knowledge of Work Health Safety Act and Regulations, and relevant legislation.
-

Performance Indicators

Primary Responsibility*	Target/Indicator*
Customer Service	<ul style="list-style-type: none"> • Internal and external customers are responded to in a timely and professional manner, meeting the City of Victor Harbor Customer Service Objectives and Charter. • Demonstrated ability to develop sound, professional and responsive working relationships with a range of customers and staff.
Building Facilities/Maintenance	<ul style="list-style-type: none"> • Maintenance and projects are completed on time and within budget. • Contracts are in line with Council's Procurement Policy requirements. • Contractor supervision complies with Council's policies and procedures. • Programmed maintenance is implemented and effective. • Maintenance service levels are developed and approved. • Stakeholder consultation (building users) is timely and appropriate.
Administration services	<ul style="list-style-type: none"> • Demonstrated skills and proven success in the delivery of quality and timely administrative support to the Project Officer- Buildings and Operations. • Highly developed organisational skills including a demonstrated ability to effectively organise and schedule various tasks and projects. • Record capturing is accurate and completed in a timely manner, in line with legislative requirements. • Compliance with Work Health and Safety. • Effective team communication and engagement with staff. • After-hour safe operating procedures relating to building maintenance are up to date and effective.
Creditors	Conduct procurement processes in line with Council Policy

***Indicators and responsibilities to be reviewed on a regular basis and are subject to change**

