



Position Description

POSITION TITLE: Senior Facilities Services Officer
LOCATION: North Terrace
REPORTS TO: Manager, Facilities
DEPARTMENT: Research and Facility Services

PURPOSE AND SCOPE OF THE POSITION

The Senior Facilities Services Officer is responsible for the coordination, management and delivery of minor works, equipment maintenance, facility services and building security systems within the SAHMRI facility. This is a customer service focused role that requires the Senior Facilities Services Officer to communicate daily with all SAHMRI stakeholders to ensure that the needs of each of the research groups, clients and partners are met.

Reporting to the Manager, Facilities, the position will work closely with other members of the Facilities team, the broader Research and Facility Services teams, researchers, partner and user groups across the organisations. The role will also interact with a range of external partners and stakeholders including contractors, consultants and suppliers.

There are no direct reports for this role.

KEY RESPONSIBILITIES

The specific duties include:

- Act as point of contact in the Facilities team for internal and external stakeholders, responding promptly to queries.
- Ensure a high quality of customer service is maintained for all stakeholders.
- Ensure building services contracts are executed in accordance with the identified scope of works and agreed contract KPI's
- Assist with developing tender documentation.
- Manage facility seating planning and arrangements to ensure appropriate space allocation is maintained at all times.
- Maintain and manage SAHMRI's seating audits and information as it relates to partner agreements and allocated spaces.
- Assist with the management of the facilities Building Management System (BMS).
- Assist in the maintenance of accurate facility asset records in SAHMRI's Asset management system, including maintaining compliance.
- Maintain document templates, control versions and document distribution in SAHMRI's Quality management system.
- Coordinate internal and external meetings as required, producing agendas, minutes and actions.
- Undertake facility project management activities for minor works as required.
- Contribute to disaster recovery planning, risk assessment processes and audits.



- Coordinate planned inspections and shutdowns with user groups.
- Oversee mandatory, preventative and corrective maintenance.
- Implement operational activities derived from key planning processes.
- Assist with the management of the facilities base building documentation ensuring all drawings and associated information are kept up to date.
- Participate in risk management planning as it relates to ongoing building operations.
- Maintain confidential records and efficient filing systems in line with policies and procedures.
- Manage the administration of invoicing associated with contractor and consultant works.
- Ensure the smooth running of all SAHMRI facilities including the provision of all services.
- Collaborate with WHS staff and any other relevant stakeholders regarding building WHS matters.
- Participate in special projects to continuously improve processes, tools, systems and organisation.
- Take reasonable care to protect own health, safety and welfare at work and avoid affecting the health and safety of any other person at work.
- Participate in the implementation of the Institute's Work, Health and Safety Management System and related laws, regulations and guidelines.
- Ensure that duties are performed in keeping with the principles outlined in SAHMRI's Vision, Mission and Values and the **Code of Conduct Policy**.

SPECIAL REQUIREMENTS

- Some out of hours work may be required.
- Be available to be on-call to manage after hours emergency/security services on a roster system.
- Travel to other SAHMRI sites may be required.
- DCSI Employment Screening may be required.



Person Specification

QUALIFICATIONS

- Tertiary qualifications in a research, project or engineering related discipline is desirable or extensive relevant experience.

EXPERIENCE, KNOWLEDGE AND SKILLS

- Ability to work in a dynamic environment and meet deadlines to realise organisational objectives.
- Computer competency in a variety of applications including the Microsoft suite of programs and AutoCAD with the ability to learn new computer programs and applications quickly.
- Excellent communication, interpersonal and written skills.
- Ability to build and maintain strong working relationships with stakeholders and colleagues at all levels.
- Demonstrated success in negotiating outcomes with customers and stakeholders.
- Ability to work to tight deadlines and manage various demands and customer /stakeholder expectations.
- Accuracy, attention to detail and highly organised.
- Ability to work independently, prioritize designated workloads and use initiative.
- Persuasive, encouraging and motivating with a positive, can-do attitude
- Knowledge of Work Health & Safety legislation and regulations
- Experience with Building Management Systems is desirable.
- Experience working in a research facility, laboratory or customer service environment is desirable.
- Experience in project and contract management is desirable.
- Support SAHMRI's commitment to reconciliation and acknowledge the importance of working in partnership with Aboriginal and Torres Strait Islander People
- Able to demonstrate the following SAHMRI Values and Culture:
 - **Excellence** – Bold, Driven, Dynamic
 - **Innovation** – Persistent and Focused
 - **Courage** – Collaborative and Enabling
 - **Integrity** – Embrace Diversity, Demand Equity
 - **Teamwork** – Friendly, Fast, Flexible, Fun

LICENCES

- Current Driver's Licence