



## Position Description

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

### PURPOSE AND SCOPE OF THE POSITION

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

Reporting to the Facilities Manager, 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:

- Work in a 'hands-on' capacity, undertaking a range of preventative, planned and unplanned maintenance activities to infrastructure, plant and equipment in a timely and safe manner.
- Act as point of contact in the Facilities team for internal and external stakeholders, responding promptly to queries.
- Log and maintain tasks in the job management system
- Ensure a high quality of customer service is maintained for all stakeholders. Ensure the smooth running of all SAHMRI facilities by responding promptly responding to and pro-actively identifying issues
- Oversee mandatory, preventative and corrective maintenance.
- Ensure building services contracts are executed in accordance with the identified scope of works and agreed contract KPI's
- 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.
- Undertake facility project management activities for minor works as required.
- Contribute to disaster recovery planning, risk assessment processes and audits.
- Assist in managing events in the auditorium and other spaces, including out of hours events where required.
- Coordinate planned inspections and shutdowns with user groups.



- 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.
- 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.
- Support SAHMRI's commitment to reconciliation and acknowledge the importance of working in partnership with Aboriginal and Torres Strait Islander People.

## 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.
- WWCC (Working with Children Check), Police and Health Checks may be required.



## Person Specification

### QUALIFICATIONS

- Relevant trade, technical, or tertiary qualification in facilities management, building services, engineering, construction, property, or a related field, or demonstrated equivalent industry experience.

### EXPERIENCE, KNOWLEDGE AND SKILLS

- Ability to work in a dynamic environment and meet deadlines to realise organisational objectives.
- Hands-on experience in minor building or facility repairs
- Computer competency in a variety of applications including the Microsoft suite of programs and 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.
- 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.
- Knowledge of Work Health & Safety legislation and regulations
- Familiarity with the National Construction Code
- Experience with Building Management Systems is desirable.
- Experience working in a research facility, laboratory or customer service environment 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:
  - **Innovation** – Bold, Driven, Dynamic
  - **Excellence** – Persistent and Focused
  - **Courage** – Collaborative and Enabling
  - **Integrity** – Embrace Diversity, Demand Equity
  - **Teamwork** – Friendly, Fast, Flexible, Fun

### LICENCES

- Current Driver's Licence