

POSITION DESCRIPTION



Position	Facilities Services Officer
Level/Classification	HEW 0405
Reports to	Business Manager Campus Development
Unit	FM Helpdesk
Directorate	Campus Development
Positions Supervised	Nil

Position Purpose

The Facilities Services Officer team oversees reception services for contractors, staff and students, providing responsive administrative support and customer service excellence for Campus Development and Facilities Maintenance. The role operates at the service centre for the University community, enabling the reporting of facility and maintenance faults, repairs and service requests, including but not limited to repairs, security, parking, grounds, cleaning, waste and logistics. The role supports essential, compliance, planned and reactive works at Murdoch by administering and verifying contractor management procedures and processes, including operational guidelines relating to induction, permits to work, access, parking and issued work orders across all campuses. This position is based at the South Street Campus and works between 7.00 am and 4.30 pm, Monday to Friday, on a rostered basis.

About Murdoch University

Murdoch University is a young and dynamic university with a foundational commitment to the environment, social justice and inclusion, and making education accessible to more people.

Founded as Western Australia's second university in 1974, today, Murdoch has more than 21,000 students and 1,700 staff across campuses in Perth, Singapore and Dubai. With more than 90,000 Alumni, Murdoch graduates can be found all over the world, making a positive difference.

Our Strategy – Ngala Kwop Biddi. Building a brighter future, together – guides the University's direction and reaffirms our shared purpose to change lives and society for the better through accessible education and research.

The Strategy is focused on three key themes:

- Sustainability: Be a leading university in education, teaching and translational research in sustainability.
- Equity, Diversity, and Inclusion: Build a welcoming, diverse and inclusive community.
- First Nations: Become the University of first choice for First Nations peoples.

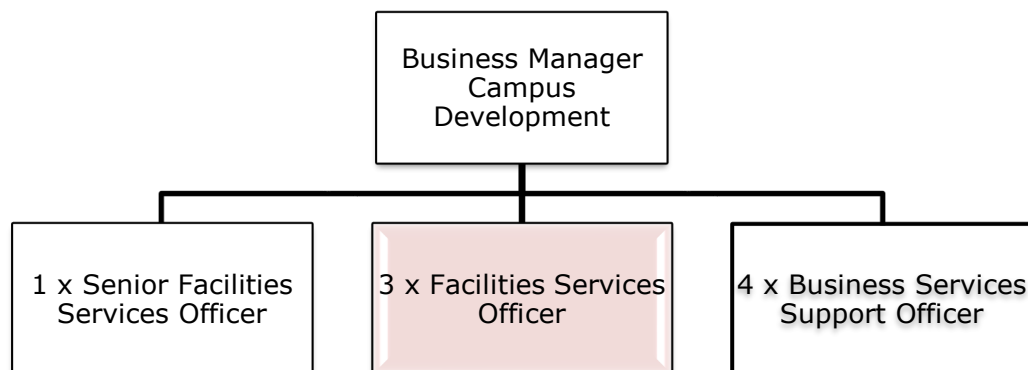
Murdoch is also committed to building engagement with our local community, State, nation, and global society with a track-record in creating strong partnerships with business, government and industry.

About the Work Area

The Campus Development portfolio plays a pivotal role in supporting the future growth and sustainability of the University. The business unit is responsible for facilitating and managing essential infrastructure, maintenance and capital works projects that underpin the University's operations and long-term development.

A key responsibility of the portfolio is the delivery of the University's Campus Development Plan, ensuring the campus evolves in line with strategic priorities, supports innovation and meets the needs of students, staff and the broader community. By managing complex projects and maintaining high standards across all facilities, the Campus Development team helps create an environment that fosters learning, research and community engagement. As a central enabler of University operations, the portfolio ensures that projects and initiatives align with sustainability principles, contemporary design standards and long-term planning objectives.

Reporting Relationships



Key Responsibilities/Duties

1. Communicate directly with customers, contractors and internal personnel to streamline and optimise the logging, assignment, scheduling and follow-up of outstanding work requests.
2. Provide a high-quality reception service to external and internal customers in Facilities Management and Campus Development, acting as a central point of contact for the University while maintaining professionalism and customer service excellence.
3. Work autonomously under minimal supervision, applying sound judgement to problem-solving and making appropriate decisions.

4. Receive and manage service requests and maintenance tickets through the University's maintenance management system, raising and administering work orders as required, and working collaboratively with the Business Support team and service providers to support the delivery, completion and administrative close-out of maintenance works.
5. Evaluate critical service interruptions and communicate them clearly to the broader University and relevant stakeholders through intranet notifications, alert banners and email communications, ensuring timely dissemination of important information.
6. Ensure contractors remain administratively compliant with Murdoch working guidelines and regulations, including maintaining and auditing the electronic attendance register, managing contractor inductions, updating the Contractor Management Presentation Induction and facilitating high-risk permit-to-work applications.
7. Provide sound advice and clear explanations in relation to contractor management administration, relevant guidelines and associated Murdoch regulations.
8. Act as custodian of the key management system and automated KeyWatcher cabinet, including governance of high-risk keys, access cards, audits, reporting, key reservations and authorisations.
9. Extract, review and report on data from the maintenance management and contractor management systems.
10. Assist with the coordination and scheduling of major campus activities, exams and University events, including assessing Facilities Management support and operational requirements.
11. Carry out other duties, as required.

Selection Criteria

Essential

1. Completion of a Certificate IV qualification with relevant Facilities Management work experience, or an equivalent combination of relevant work experience and education/training.
2. Demonstrated proficiency in Microsoft Office applications and database-style software to convey information and maintain accurate records.
3. Ability to be self-organised and manage time effectively, including prioritising workloads to meet deadlines and competing demands.
4. Highly effective communication, customer service and interpersonal skills, with demonstrated ability to interact constructively and collaboratively with the University community.
5. Proven ability to enter data accurately and produce basic reports for management use in measuring performance against service KPIs.
6. Demonstrated ability to use initiative, take responsibility for tasks and solve problems effectively.
7. Ability to work effectively and autonomously in a small, busy team environment.

Desirable

1. Diploma-level qualification
2. Previous experience working in the Higher Education Sector.
3. Knowledge of, or experience using, facilities management software such as Archibus, ServiceNow and MorseWatchman KeyWatcher.
4. Previous and recent experience working within a help desk and/or customer service centre.

Work Requirements

1. Australian permanent residency or possession of a valid visa with work entitlement in Australia.
2. The occupant of this position will be required to undertake a National Police Clearance check in accordance with the University's Employee Background Checks Procedure.
3. Commit to working across 2 rotational rosters:
 - 7.00am-3.00pm
 - 8.30am-4.30pm

General Obligations

While at work, an employee must:

- take reasonable care for their own health and safety and ensure that their acts or omissions do not adversely affect the health and safety of other persons;
- report incidents, injuries and hazards;
- comply with any reasonable instruction that is given by Murdoch University; and
- comply with Murdoch University policies and procedures.

Guiding Principles and Values/Code of Ethics and Code of Conduct

Our Values

- Authenticity
- Integrity
- Respect
- Inclusivity
- Openness

Our Principles

- Act with justice, respect and responsible care.
- Be collegiate and respectful of other points of view.
- Protect academic freedom.
- Be agile, flexible and resilient.
- Make decisions at the most appropriate level.
- Be transparent in decision-making and with information.
- Adopt common approaches to common tasks.
- Be careful stewards of our resources.

All staff will comply with the University's Code of Ethics and Code of Conduct and demonstrate a commitment to its Equity, Diversity and Safety principles and the general capabilities of personal effectiveness, working collaboratively and demonstrating a focus on results.

All Staff complete a Development Review Annually. A Commencing Development Review should be completed within 3 months of commencement.

We acknowledge that Murdoch University is situated on the lands of the Whadjuk and Binjareb Noongar people. We pay our respects to their enduring and dynamic culture and the leadership of Noongar elders past and present. The boodjar (country) on which Murdoch University is located has, for thousands of years, been a place of learning. We at Murdoch University are proud to continue this long tradition.