

# POSITION DESCRIPTION



<b>Position</b>	Maintenance Officer
<b>Level/Classification</b>	H0404
<b>Reports to</b>	Maintenance Manager
<b>Unit</b>	<b>Facilities and Maintenance</b>
<b>Directorate</b>	Campus Development
<b>Positions Supervised</b>	NA

## Position Purpose

To ensure that Reactive Work is undertaken in an efficient and effective manner in accordance with university policy and procedure whilst achieving safety compliance and client satisfaction. This position is accountable for ensuring the following services and operations are effectively planned, purposefully delivered, efficiently operated and aligned to meet the University's strategic needs and objectives:

Murdoch Campus South Street

- General building Repairs and Maintenance
- Minor furniture and fixture maintenance
- Relocation of furniture and equipment
- Minor patching and painting
- Maintaining cleanliness of plant rooms and storage areas

## 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 Bididi. 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.

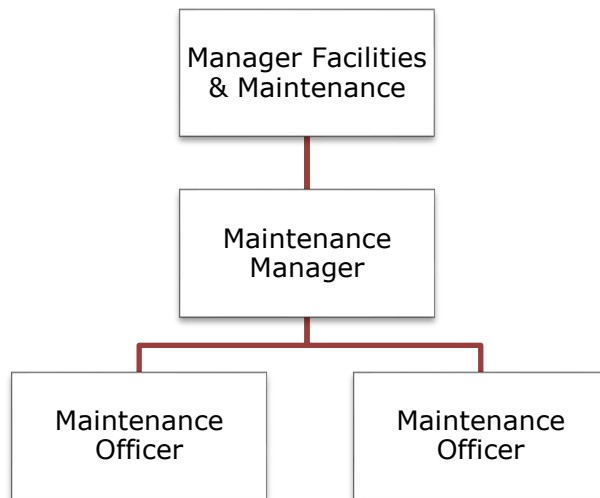
Murdoch is also committed to building engagement with our local community, State, nation, and global society with a track-record in creating strong partnerships with business, government and industry.

### About the Work Area

The Campus Development Department provides the highest quality asset and facility management services to support the teaching, research and commercial activities of Murdoch University.

Campus Development delivers a range of services and advice to the University, including new building projects, refurbishments, Facility management, asset and maintenance, infrastructure planning and campus master planning. The position will be based at Murdoch South Street Campus:

### Reporting Relationships



## **Key Responsibilities/Duties**

### **Maintenance Operations**

- Liaise with customers to identify work order requests requirements, ensure stakeholder are aware of any delays to completion of the tasks.
- Provide realistic timelines for completion of jobs and provide feedback to the stakeholder and Campus Development administration on the progress of the job and matters that may impact on the completion of the job.
- Ensure works are completed within established KPIs and agreed expenditure.
- Monitor contractors as needed, to ensure works are completed to required standard and safety requirements.
- Complete all administration, recording and reporting associated with works undertaken.
- Comply with Murdoch University policies and procedures or discuss suggested modifications to these to obtain compliance.
- Plan and programme work to ensure business continuity.

### **Teamwork**

- Develop positive team ethos within the immediate workgroup through positive participation and communication.
- Develop and maintain strong effective working relationships with key management personnel and internal client base.
- Establish and maintain professional networking contacts to progress the University's interests.
- Lead by good example.

### **Behaviours and Flexibility**

- An employee must be willing to:
- Accept and follow direction when given.
- Complete tasks accurately and efficiently whilst demonstrating positive behaviours.
- Undertake reasonable tasks that may fall outside this position description when requested by a Senior Manager/Director.
- Maintain a high level of professionalism in all aspects of this role.
- Adapt to changing demands and conditions to maintain a high level of service.

### **Professional Development**

- Undertake continuous personal and professional development to enhance knowledge and skills.

### **Performance Management**

- Participate in the University's performance management program through annual performance reviews.

### **Client Service**

- Ensure that services delivered to customers are fit for purpose.

### **Financial Management**

- Operate within the budget as set for the area.

## **Leadership**

- Contribute to the overall leadership within the team.
- Establish, maintain and enhance relationships with clients, staff and others through constructive interaction to achieve work goals.
- Develop and maintain strong effective working relationships with key management personnel and internal client base.

## **Technical Skills**

- Maintain an up-to-date working knowledge of specified University software packages and Microsoft Office applications.

## **Compliance**

- Ensure that all activities undertaken meet the relevant legislative requirements and guidelines.
- Ensure that activities are undertaken with due regard to the University's policies and procedures.

## **Systems and Process**

- Develop and maintain the appropriate skills and knowledge to use, review and improve the systems and processes that are used within the office as required.

## **Occupational Safety and Health**

- An employee shall take reasonable care
- To ensure his/her own safety and health at work; and
- To avoid adversely affecting the safety or health of any other person through an act or omission at work. A Manager will ensure that all subordinates are aware of their obligations under the Occupational Safety and Health Act (WA).
- A Manager will ensure that all their subordinates are appropriately informed and trained in matters relevant to the performance of the tasks of their position

## **Selection Criteria**

### **Essential**

1. Working knowledge of building maintenance processes
2. A WA "C" Class Drivers licence.
3. Demonstrated experience in the supervision of contractors.
4. A proven ability to prioritise works and coordinate resources to ensure jobs are completed to the required standard and within designated timeframes.
5. Demonstrated problem-solving skills, including the ability to work with limited resources.
6. Strong interpersonal skills and the ability to work effectively with clients and contractors and within a small but committed team.
7. Demonstrated ability to accurately complete all documentation associated with undertaking maintenance works.

### **Desirable**

1. Experience in working within a university environment.
2. Trade certificate in relevant discipline or extensive experience in maintenance works within a customer service orientated environment
3. Computer literacy in Microsoft Office suite of packages.

## 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 criminal record check in accordance with the University's Employee Background Checks Procedure.
3. Ability to work between the various Murdoch campuses and sites when required
4. Ability to work outside of normal office hours when required

## 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.*