



ROLE DESCRIPTION

FACILITIES OFFICE ADMINISTRATOR

1. ROLE PURPOSE

The Facilities Office Administrator is an integral role in the Operational Services of Knox Grammar school where it provides initial customer contact and is the technical liaison to ensure that facilities maintenance is undertaken in a timely, professional and compliant manner.

Duties performed require considerable attention to detail, technical skill in building and facilities management, and organisational ability. The role requires a high degree of independence, initiative and the ability to be proactive and anticipate the requirements of the school and the facilities. Of high priority in this role is comprehensive feedback to all customers of work progress, ensuring on time delivery and up loading orders and maintenance work sheets.

2. ROLE RESPONSIBILITIES

The Facilities Office Administrator role reports to the Facilities Manager and ultimately to the Headmaster. The Facilities Office Administrator supports the effective day to day management of the Operational Services department, demonstrating quality leadership and role modelling desired behaviours, standards and outcomes.

Purchasing

- Maintain relevant corporate systems ensuring supplier detail is kept up to date
 - Source vendors of materials, equipment or supplies and match competencies and fit for purpose against business requirements,
 - Prepare property requisitions for suppliers and equipment
-

Security Access

- Program and ensure that mobile phone gate security is up to date and in good working order
- Issue keys and remotes and maintain listings as appropriate for maintenance contractors as required. Keeping detailed records of key logs for contractors.
- Maintain the contractor key box and keep all details relative and up to date.

Coverage

- Provide coverage for the Facilities Manager and Maintenance Managers function by attending to contractor enquiries, creating work requests and answering the phone when required
- Provide training in all processes to the Assistant Facilities Manager and document accordingly to ensure coverage for the Facilities Office Administrator function should you be absent.
- Compile and keep current a detailed workbook on how each task in your role is undertaken.

Budget and Reporting

- Assist the Operational Services Manager and the Facilities Manager with budget preparation

Continuous Improvement

- In consultation with the Operational Services Manager and the Facilities Manager, undertake continuous improvement projects, such as, but not limited to:
 - Electrical savings
 - Water Savings
 - Process improvements
- Contribute to the Continuous Improvement Program

Programming and Reporting:

- Manage the daily operations of the front desk of the Operations Office. Coordinate incoming requests (Jobwatch and other), liaising with both internal and external resources to facilitate and prioritise timely repairs, maintenance or new work.
- Maintain and administer the jobwatch database, the “who’s on location” database. Track progress of workflow and generate reports as requested.
- Undertake regular reports on assets and assist in preparation a proactive maintenance plan and programme and update relevant systems accordingly
- Assess stakeholder requests, make recommendations and create relevant work requests
- Provide timely and accurate feedback on work request progress

-
- Implement and maintain facilities maintenance and compliance documentation and emergency systems
 - Support the Schools planning function with respect to events
 - Manage the schools venue bookings
 - Assist with the long term goal of bringing facilities maintenance in line with Knox Grammar Schools Vision and Mission statements (*Providing world class facilities and resources. Providing facilities and an environment that supports outstanding education. Maintain the outstanding facilities required to support the high quality education of every student*)

Leadership and Support:

- Provide support for property and grounds maintenance staff in all associated systems to ensure compliance
- Implement and maintain file systems following agreed nomenclature, create associated documentation for property and grounds maintenance staff
- Provide support in the process of ensuring all safety equipment and compliances are met, according to legislative requirements
- To promote and support the Continuous Improvement Program and strategic objectives as outlined in the Departmental Operational Plan
- To foster a centre of excellence ethos by exploring opportunities for improvement, implementing systems, processes and procedures that drive qualitative and quantitative outcomes
- Provide organisational assistance to the Operational Services Department to ensure quality standards are met, processes and procedures are followed and that the function is run efficiently
- Lead short-term projects and initiatives as requested by the Facilities Manager

Customer Service:

- Must be able to work effectively and efficiently with minimal supervision and collaborate with co-workers to meet facility and department goals
 - Maintain high performance and customer service expectations while taking initiative and follow through completely
 - Demonstrate comprehensive problem solving and troubleshooting
 - Demonstrate a commitment to teamwork through relationship-building, reliability and collaboration
 - Excellent written and verbal communication skills required
 - Demonstrated ability to work as a dynamic team member within a property maintenance department
 - Present a positive, customer focused approach when dealing with internal and external stakeholders
-

3. ESSENTIAL CRITERIA

- 5 years relevant experience in a high level customer service role
- Exceptional interpersonal skills, intellectually and emotionally intelligent, able to adapt to changing environments
- Consultative, articulate and engaging.
- Ability to effectively engage with staff and build relationships across the broader community
- Honesty and integrity in dealing with staff and other stakeholders
- Ability to maintain clear and positive communication at all times
- Financial awareness and ability to manage moving priorities within agreed budgets
- Able to demonstrate self-motivation and contribute to a team
- Good oral and written communication skills
- Strong prioritisation and organisational skills
- Continuous improvement mindset
- Excellent attention to detail, accuracy and quality
- Ability to handle confidential documents and maintain confidentiality
- Ability to be flexible, exercise sound judgement, discretion and adaptability
- Possess time management and organisational skills
- Ability to problem solve and stay calm under pressure
- Good work ethic
- Proficiency with Microsoft products, especially Outlook, Word, Excel and Powerpoint

4. DESIRABLE CRITERIA

- Experience using fmXpert or other facilities maintenance software system
- Experience working in facilities management and/or a school environment

5. WORK HEALTH & SAFETY

The incumbent will actively support and contribute to the maintenance and development of a safe working environment by:

- Promoting Workplace Health and Safety standards
 - Reporting incidents or accidents to the appropriate staff as soon as possible
 - Reporting any near miss incidents to the appropriate staff as soon as possible
 - Working within the WHS management systems that have been adopted by the School
-

6. LENGTH OF TENURE

The Facilities Office Administrator is appointed on a full-time basis and will be expected to undergo a processes of Performance Appraisal at regular intervals.

7. REMUNERATION

The remuneration will be commensurate with the responsibilities of the role.

Please note:

All staff are subject to mandatory screening procedures in line with Child Protection Legislation