

UNIVERSITY OF OTAGO
ŌTĀKOU WHAKAIHU WAKA

JOB DESCRIPTION

ROLE TITLE:	Facilities Coordinator - Campus & Collegiate Life Services (CaCLS)
DEPARTMENT:	Property Operations, Facilities
SCHOOL / DIVISION:	Property and Campus Development
REPORTS TO:	Facilities Manager
DIRECT REPORTS (FTE):	Nil
INDIRECT REPORTS (FTE):	Nil

1. PRIMARY PURPOSE OF THE ROLE:

Provide overall maintenance and care of building related services to the assigned College portfolio within the CaCLS Group. Partner with Portfolio Management, operational staff, and assigned Property Services staff to implement the delivery and standards of maintenance and operational building services as per agreed performance metrics. Coordinate and provide effective and efficient maintenance of building facilities and utilities to provide safe and compliant environments.

As part of the University of Otago's Pastoral Care Requirements under the Education (Pastoral Care of Tertiary International Learners) Code of Practice 2021, this position forms part of the greater pastoral and welfare network for the residents. It is expected that when attending to your core duties, you will be mindful of student welfare and pastoral care. Pastoral Care is defined as contributing to a positive and supportive environment that assists the residents with their learning and wellbeing. This will involve:

- Working with the Warden and other relevant staff to facilitate the correct processes or procedures in relation to the wellbeing of residents.
- Encourage good hygiene practices.
- Help identify students who may be at risk and escalate through agreed processes.
- Report any welfare issues concerning residents if they come across issues of concern
- Assist with information on support services for health / disability support.
- Assist senior staff in supporting residents as required.

The role of the Facilities Coordinator working in CaCLS Group is to participate in the general work associated with preparing facilities for existing and incoming students and contribute to a positive and supportive environment that supports the residents with their cultural adjustment, acclimatization, learning, and wellbeing.

2. ACCOUNTABILITIES:

Pastoral Care and Student Support

Outcome: Students experience a positive and supportive residential environment that assists with their learning and well-being.

- Be mindful and aware of student welfare and wellbeing at all times, whilst carrying out daily activities.
- Be aware of referral pathways and escalation procedures for issues relating to student welfare.

Facilities Maintenance & Operational Support

Outcome: Colleges are well maintained and kept to standards and the physical environment remains conducive to learner success.

- Be the point of contact for the building, its maintenance and related services, within allocated Portfolio and associated grounds. Communicate daily and proactively partner with College Management and Facilities Manager regarding on-site activities to plan and deliver quality, safe, sustainable, compliant, innovative and future-focused solutions, minor works projects, and maintenance services.
- Provide daily on-site Supervision, monitoring and oversight of University casual, Trade Assistant staff and contracted workers ensuring University policies and current health and safety practices are adhered to within the Portfolio grounds.
- Actively monitor all on-site compliance, health and safety documentation, sign-ins and certificate licenses. Ensure all services entering University grounds are University compliant.
- Responsible for arranging planned, compliance, corrective and reactive maintenance activities in a timely manner, making use of supplied Property Services trades and/or external contractors as appropriate.
- Monitor and maintain building asset records with regular inspections and recording data on supplied software that supports further scheduling improvement of maintenance items. Track the condition and operational status of building systems and structures.
- Deliver on behalf of the department excellent, client-focused services that enhance customer experience. Implement the overall delivery of all building maintenance related activities and care of related services. Identify, record and report back to Facilities Manager on facilities condition and improvement options and replacement schedule.
- Deliver as directed by Facilities Manager building and maintenance activities, monitor Compliance, Capital and Operational on-site activities to ensure University Health and Safety policies are adhered to.
- Monitor Custodial and cleaning services and report on service levels. Monitor and report to Facilities management on status, progress and improvement of activities.
- When required, be available to respond to emergencies such as mechanical breakdown of heating and plumbing services, failure of lights and emergency circuits or any other operating systems in the portfolio. Arrange emergency assistance when required, including engaging external contractors.
- Responsible for the management and delivery of building related operational maintenance, replacement, upkeep and improvements schedule as per the building maintenance program within budgetary guidelines for the care of the Portfolio, operations, buildings and grounds.
- Actively carry out general minor maintenance repairs as required and within the competence of the position, making use of Property Services trade staff when necessary.
- Ensure faults, defects and emergencies are attended to in accordance with agreed service levels and with the least possible risk and inconvenience to residents.

Building/Facilities Administrative Services

Outcome: Adherence to processes, systems and procedures of both Property Services and CaCLS in dealing with any building or facilities-related matters.

- Utilise supplied software to keep accurate, up-to-date records of identified maintenance activities.
- Accountable for planning, administration and delivery of the maintenance program in accordance with the budget, building owner compliance related checks and record keeping. Actively identify, respond to and fix or raise work requests for reactive and corrective maintenance items.
- Escalate to management identified building elements nearing end of life or no longer fit for purpose or malicious damage caused by students.
- Actively contribute to a culture of continuous improvement. Ensure effective and timely attendance, monitoring and delivery of on-site compliance, planned and reactive works.
- Advise and support the Facilities Manager in Capital project planning and delivery.
- Plan, organise, and procure asset acquisition activities, obtain supplier quotes for project bids, and deliver approved projects as required by the Facilities Manager.
- Manage and organise the planning, administration and delivery of agreed maintenance schedule in consultation with Facilities and with Property & Campus Development portfolio management.
- Advise and recommend maintenance expenditure items.
- Be fully conversant with mechanical, heating, electrical and compliance systems in order to provide reliable services with minimal disruptions or report on identified defects for attendance by suitably qualified persons.
- Monitor and report on maintenance budget expenditure activities.

Whakawhanaukataka – Community

Outcome: Active commitment to being part of a team within CaCLS and a strong connection with Property Services and university contractors

- Develop positive professional relationships with the staff, and internal and external stakeholders.
- Actively engage and contribute to the team of college Facilities Coordinators.
- Support ongoing development needs of colleagues by sharing knowledge and providing guidance, support, training and coaching as appropriate.
- Attend and positively contribute to team meetings.

Manaakitaka – Valuing equity

Outcome: Act in a manner consistent with the University's equity, diversity, and inclusion commitments, as articulated in the Equity and Diversity Strategic Framework and University equity policies.

- Support the University's commitment to Māori, and Te Tiriti o Waitangi.
- Support the University's commitment to Pacific peoples.
- Support the University's commitment to recognized equity groups. Demonstrate equity behaviours and values aligned to the University Capability Framework in day-to-day interactions with the team, stakeholders, and the University.

3. KEY RELATIONSHIPS:

Internal

- Warden, Associated Collegiate staff, CaCLS Divisional Office.
- Portfolio Management, staff, Client Services administrators and Students.
- Property Services, Trade Service and Custodial Dept.
- Office of Risk, Assurance & Compliance.
- Health and Safety Compliance office.

- Sustainability Office.
- Disabilities information and support office Procurement Office.
- Finance Advisory.

External

- University and industry peers.
- Vendors, service providers, contractors, consultants, outsourcing organisations.
- Whānau of residents.
- OUSA.
- Headlease, landlords and property owners.

4. QUALIFICATIONS & EXPERIENCE:

Essential

- Vocational qualification or relevant experience related to the role.
- Proven experience in maintenance of facilities and equipment.
- Experience in general property maintenance.
- Experience in health and safety best practice.
- Current First Aid Certification (training provided).
- Current Driver's License.
- Ability to interpret information and data, deal with challenges productively and provide client-focused solutions.

Preferred

- Experience in trade-related or facilities management-related activity for large organisations or property portfolios.
- Experience partnering with a diverse group of stakeholders.
- Experience in implementing preventative maintenance plans.
- Experience managing maintenance budgets.

5. TECHNICAL SKILLS & KNOWLEDGE:

Essential

- Ability to undertake general maintenance repairs to a range of building related items and equipment.
- Proficiency in the Microsoft suite of programmes.
- Well developed keyboard and word-processing skills.
- A willingness to undertake training in Star Rez and Archibus software.
- Knowledge and understanding of effective risk management as it applies to the role.
- A full Driver's licence.

Preferred

- Working knowledge or experience applying relevant New Zealand legislation, policy and guidelines such as the Building Act, Health and Safety Act and building codes.
- Good knowledge and understanding of local authority compliance and statutory Health and Safety requirements as they apply to the role.

- Familiar with the relevant pastoral care responsibilities as per the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021.
- Knowledge of the Star Rez and Archibus systems.

6. SPECIAL REQUIREMENTS:

- Contribute as part of a network of the CaCLS Group Facilities Coordinator staff to provide suitable coverage during periods of leave, peak period activities and to cater for University and customer requirements.
- May need to be available at short notice to participate in the response to unplanned or emergency events.

7. DIRECT BUDGET ACCOUNTABILITY:

- Budget accountability as directed by Group Leader Facilities.
- Authorised expenditure of allocated budget in accordance with University financial delegations.

8. MĀORI STRATEGIC FRAMEWORK:

Act in a manner consistent with the principles and implications, as well as the University's commitment to the Treaty as articulated in the Māori Strategic Framework.

9. PACIFIC STRATEGIC FRAMEWORK:

Act in a manner consistent with the strategies and goals contained in the University's Pacific Strategic Framework, role-modelling and promoting Pacific values, equity and diversity principles and cultural safety practices.

10. HEALTH & SAFETY:

Act and work in a manner compliant with current health and safety at work legislation and University procedures, frameworks and guidelines. Role model safe behaviour and practices, share the responsibility to prevent harm and contribute to a safe campus and work environment, including raising workplace health and safety concerns for self, students, visitors and other staff.

11. SUSTAINABILITY:

Act in a manner consistent with the University's sustainability commitments; role-modelling sustainable practices, with a particular emphasis on minimising the environmental impact of day-to-day activities.

12. EQUITY AND DIVERSITY:

Act in a manner consistent with the University's commitment to anti-racism and the co-creation of accessible, safe, respectful, and welcoming environments where all students and staff are supported to achieve their full potential.