

UNIVERSITY OF OTAGO
ŌTĀKOU WHAKAIHU WAKA

JOB DESCRIPTION

ROLE TITLE:	Operations Hub Coordinator
DEPARTMENT:	Quality, Performance and Ancillary Services
SCHOOL / DIVISION:	Property and Campus Development
REPORTS TO:	Head of Quality, Performance and Ancillary Services
DIRECT REPORTS (FTE):	Nil
INDIRECT REPORTS (FTE):	Nil

1. PRIMARY PURPOSE OF THE ROLE:

Coordinate and support the activities of the Operations Hub, primarily job management, process management and providing guidance to stakeholders. Ensure the effective and efficient operation of the Operations Hub by being the knowledgeable first point of contact and providing excellent customer service.

The Operations Hub supports Property Operations functions to achieve their operational outcomes such as facilities management, University-wide maintenance and custodial services. The Hub is comprised of this role and embedded Divisional Services staff who carry out administration and purchasing activities. This role is accountable for providing direction and guidance to these staff without direct leadership responsibilities.

Proactively partner with Operations Hub Staff, Property and Campus Development (PCD) Staff (in particular Facilities Managers and Trade Services personnel), Finance Advisory and the Head of Quality, Performance and Ancillary Services to fully understand the needs of the business unit and support functions.

2. ACCOUNTABILITIES:

Job Management:

Provide comprehensive job management for all University maintenance as the first point of contact for customers and PCD staff. Using subject matter knowledge to triage work based on performance parameters including Service Partnership Agreements etc. Be responsible for setting up job numbers, including budget envelope for work, correct charge codes for charging, asset data etc. Coordinate and manage job closures. Be the central point of contact between the Facilities Management and Trade Services teams. Proactively follow up on job status with customers, Trade Services and suppliers. Financial coordination of job requests in conjunction with the Facilities Managers. Develop and maintain subject matter knowledge on Operations Hub activities.

Development of job data and dossier of information as required by any operational or strategic team in PCD. Ensure asset data is collated and administered as it relates to jobs. Monitor and measure job satisfaction regularly to gauge customer experience and service quality. Provide asset data and KPI reports as required to allow accurate job performance reporting. Contribute to improved data quality and integrity within PCD systems.

Processes:

Work with the respective process owners to devise, develop and maintain Operations Hub processes, policy and guidelines and providing guidance on these to stakeholders. Ensure robust and effective procedures are implemented, communicated and monitored to optimise efficiency, quality of data and to continually improve the customer experience. Develop a documented cycle of continuous improvement to update procedures proactively.

Provide training to new staff on Operations Hub processes. Coordinate a central repository of facilities documentation and provide advice to staff on information management. Contribute to and help implement the new Operations Hub processes for the Integrated Work Management System.

3. KEY RELATIONSHIPS:

Internal

- Operations Hub Staff (Divisional Services).
- Property Operations Staff.
- Trade Services Staff.
- PCD Staff.
- University of Otago Staff and tenants (customers).
- Finance Advisory.
- Health, Safety and Compliance Office.

External

- Vendors, suppliers, service providers.
- OUSA.

4. QUALIFICATIONS & EXPERIENCE:

Essential

- Recognised qualification appropriate to the role (eg NZQA Level 5-6 certificate/diploma).
- 3 + years' experience working in a busy and/or complex administrative, property management, trades or facilities coordination role where high levels of customer service delivery is required.
- Proven experience coordinating activities and/or processes, preferably in a maintenance, trade services or project management environment.

Preferred

- Tertiary qualification.
- Experience working in a property, trades or facilities environment.
- 2 + years' experience triaging work requests.

5. TECHNICAL SKILLS & KNOWLEDGE:

Essential

- The ability to analyse and action job requests and prioritise accordingly.
- Proficiency in the Microsoft suite of programmes, well-developed keyboard and word processing skills.
- Customer service excellence.
- Financial administration skills.
- Knowledge of building systems (HVAC, plumbing, electrical etc).

Preferred

- Subject matter expertise of operational job requests.
- 2 + years' experience working in an environment with high volume or a wide variety of transactions.
- Experience setting budget envelopes for work.
- Experience working with an IWMS, CMMS or similar.

6. SPECIAL REQUIREMENTS:

May need to be available at short notice to participate in the response to unplanned or emergency events.

7. DIRECT BUDGET ACCOUNTABILITY:

Nil.

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.