

## Part 1: Formal Change Process

The Facilities and Services Division at The Australian National University (herein referred to as the Division) released a change management proposal on 18 March 2021. The formal consultation period ran from 18 March 2021 to 31 March 2021.

This document, the Change Management Implementation Plan, reiterates the key details of the proposal, outlines the consultation and amendments incorporated from the consultation, and details the implementation schedule.

Colleagues and stakeholders are thanked for their thoughtful contributions and feedback and the extensive engagement received throughout the consultation process.

### **Background**

To put the Australian National University (ANU) on a sustainable financial footing from 2021, the ANU Council approved the development of the ANU Recovery Plan, designed to address the University's strategic and financial challenges. The Recovery Plan outlines how ANU will meet its current and future financial obligations and achieve our strategic objectives as outlined in the Australian National University 2017-2021 Strategic Plan, with sustainable, stable, and secure financial foundations. The ANU Recovery Plan outlines how we will continue this trajectory and reduce our size with a smaller student cohort; and in parallel, a smaller staffing profile.

This Implementation Plan outlines the confirmed changes on how the Division will evolve to reflect the University's changing circumstances and needs, considering the best delivery model for meeting demand for services, focusing on several key principles including:

1. Spread the responsibility of work, management and accountability for service delivery more evenly across all areas and create opportunities for growth and cross-skilling of team members.
2. Increase our focus on achieving more efficient building management of our existing assets.
3. Optimise the use of our budget within the allocated Expenditure Control Framework.
4. Realign the internal services to improve customer service.

The Implementation Plan includes specific details and information on the confirmed changes within the Division.

## Part 2: Overview of Consultation Process

### **Consultation Period**

The consultation period for the Facilities and Services Division Change Management Proposal commenced on Thursday 18 March 2021 and concluded on Wednesday 31 March 2021.

A copy of the Change Proposal was provided to all Operations Portfolio staff via email and to the University community via the [Operations Portfolio ANU Recovery](#) webpage, for consideration and feedback. A copy was also provided to the National Tertiary Education Union (NTEU) and the Australian Manufacturing Workers Union (AMWU) for consideration and feedback.

The consultation process has invited and enabled feedback from across the University Community. The feedback and comments received during the consultation have been carefully considered in the development of this Implementation Plan.

### **Overview of Feedback**

The time and thought invested by University staff and broader community in providing valuable feedback regarding the change proposal is acknowledged and appreciated.

During the consultation period, a total of 22 formal submissions were received from stakeholders across the ANU community. The feedback was provided on an individual and group basis and each submission was formally acknowledged as it was received.

All feedback was given serious and detailed consideration. There were a number of positive and relevant suggestions presented throughout the consultation period, along with some clarifications sought

regarding the rationale behind the proposed changes, suggestions to alternate team structures and how certain elements of the proposed new arrangements would be implemented to achieve the anticipated improvement in service delivery.

There were five broad themes to the feedback received during the consultation period (in no order of priority):

- Alternative solutions for the delivery of services by Gardens and Grounds;
- Management of maintenance, trades and cleaning and waste;
- Continued level of service for the University, including Satellite Sites;
- Potential conflict of interest in consolidation of parking into Security and Transport team; and
- Management of hazards and safety.

### **Clarifications and Adjustments**

#### **1. Alternative solutions for the delivery of Gardens and Grounds**

Feedback and comments received during the consultation period included support from the Gardens and Grounds team for the overall intention of the Change Management Plan. The Gardens and Grounds team proposed an alternative team structure which better reflects the nature of the work by disestablishing a number of vacant positions, creating alternative new positions, and retitling some existing positions.

The proposal was carefully considered and reviewed in accordance with the Division's budget allocation under the University Expenditure Control Framework.

The alternative proposal has been accepted in full, and as a result following changes will be incorporated as part of the new organisational arrangements for the Gardens and Grounds team:

- Re-name the Gardens and Grounds team to the Landscape and Conservation team
- Disestablishment of 1 x ANU Officer 8 Deputy Grounds Manager (vacant)
- Disestablishment of 1 x ANU Officer 3/4 Grounds Officer (vacant)
- Establishment of an additional ANU Officer 7 Grounds Supervisor
- Conversion of current ANU Officer 6 Grounds Supervisor Arboriculture position from fixed term to continuing
- Re-title of 1 x ANU Officer 3/4 Grounds Officer to ANU Officer 3/4 Nursery production and Compliance.
- Re-title of ANU Officer 8 University Arborist to Manager, Trees and Conservation.
- Re-title of ANU Senior Manager 1, Gardens and Grounds Manager to Manager, Landscape and Conservation.

#### **2. Management of maintenance, trades and cleaning and waste**

Feedback and comments were received in relation to the management of preventative and reactive maintenance, cleaning and waste, and the use of internal trades across the University.

It is acknowledged the Change Management Plan was not clear in articulating where the responsibility for cleaning, waste and recycling would be within the proposed new organisational arrangements. It is confirmed these duties and responsibilities will be part of the service delivery provided within the Building Operations team.

At the heart of the changes proposed for the delivery of maintenance services is a move to an integrated Facilities Management (FM) based approach with the alignment of functions within the Division. The diverse nature of these FM functions necessitates the change in operational model – increasing the monitoring and control of our integrated efforts in Facilities Management practices and maintenance activities.

It is confirmed that to increase our focus on achieving more efficient building management of our existing assets and alignment to the proposed Strategic Asset Management Plan, the proposed model will:

1. Create dedicated points of contact to increase the efficiency in the delivery of maintenance service.
2. Ensure consistency across our campuses of service standards, compliance with our various statutory and work, health and safety obligations; and
3. Use quality data that will support evidence-based decision-making to balance cost, risk and performance.

In support of this change in model of facilities management service delivery, there will be two teams with clear objectives for service delivery. They will work closely together and collaborate but have distinct and clear areas of responsibility:

1. Building Operations team: will focus on the holistic facilities management delivery including the dedicated campus help/assistance team; proactive inspections on our assets, cleaning, waste, recycling, carpentry, painting, general handyman and maintenance services, contract management and supporting systems.
2. The Building Maintenance team will continue to focus on core maintenance activities such as electrical work, plumbing and mechanical services. This team will work closely with the Building Operations team, Asset and Technical teams.

3. Continued level of service for the University, including Satellite Sites

Feedback and comments received during the consultation period raised concerns that the proposed structure and realignment of positions and duties across the Division would not provide adequate service delivery, and this included concerns regarding continued provision and the level of service to the University remote sites.

It is confirmed the new organisational arrangements outlined will reshape the workload of the Division and these changes are required to respond to changing operational needs across the University, including the remote sites. There were concerns raised about the possible shifting of responsibilities to Colleges and/or Schools as a result of these changes. These concerns are acknowledged however, it is confirmed these new organisational arrangements will not result in any shift of responsibility to Colleges and/or Schools, and the Division will continue to provide and support facilities management services across the University.

In relation to the Satellite Sites, the University confirms that while the proposed new organisational arrangements included the expansion of responsibilities for the Siding Spring Observatory (SSO) Manager, the role will continue to be based at SSO. It will continue to undertake the duties of the Site Operations Manager for SSO including management of bush fire safety. It is confirmed, the Manager will, as they currently do, travel away from the site approximately six (6) times per year to visit the Acton campus and other University remote sites as required. During these times of travel, consistent with the current resourcing arrangements, the SSO site will continue to be supported by existing onsite staff and, through utilising professional development and cross-skilling opportunities, support from additional staff from across the Division as required.

4. Potential conflict of interest in consolidation of parking into Security and Transport team

Feedback and comments received during the consultation period raised concerns that there was potential for a conflict of interest and not a suitable segregation of duties in light of the proposal to consolidate the teams who issue parking infringements and the team who review appeals and make decisions in relation to parking infringements.

The concerns raised are acknowledged and accepted. After considering this feedback and reviewing the proposed organisational arrangements, it has been confirmed that while the parking and security team consolidation will continue and be based within the Operations Portfolio as proposed, the appeals function in relation to parking infringements will not move with the parking team and will remain within the area of responsibility of the Corporate Portfolio.

## 5. Management of hazard and safety

Feedback and comments received during the consultation period raised concerns on how the University will continue to manage hazard and safety management under the proposed changes.

This feedback is acknowledged and in reviewing the WH&S roles and responsibilities it is confirmed the duties, responsibilities and title for the existing fixed term WHS Officer (ANU Officer 6/7) position will be revised. It will be adjusted and will mean the focus of this role will be specifically on hazard and safety management and be titled WH&S / HAZMAT Officer (ANU Officer 6/7). It is proposed this will be an ongoing role within the Corporate Portfolio and the Division.

It is confirmed the proactive safety and general management for the Division will be coordinated through the Building Operations team, remediation work will be considered in accordance with the relevant asset plan, and the Infrastructure and Planning teams will provide advice on more technical requirements.

In addition, all senior manager level staff, and above, across the Division will include an increased level of responsibility and training to support management of general hazards and safety across the University.

## Part 3: Drivers for the Change

The Division provides essential support to the physical environment and enables the University's teaching, research and administrative functions. The Division's goal is to provide a research, study and working environment that enables excellence in teaching, learning and research.

It maintains and enhances the University's buildings, grounds and infrastructure in several locations across Australia including the Acton Campus, Mount Stromlo Observatory in the ACT, Kioloa and Siding Spring Observatory in NSW and the Northern Australian Research Unit in the Northern Territory.

The tasks and responsibilities for the Division are wide-ranging, from the management of major construction projects and capital work to the provision of security and cleaning services. The Division has a broad client base which ranges from students to staff to lease/licence holders to campus visitors – all who can observe and comment on the quality of their physical environment.

The Division needs to respond to the ANU Recovery Plan and position itself to emerge strongly while operating within a constrained financial environment and realigning its internal responsibilities to create better working efficiencies and an improved customer experience for its stakeholders. The changes outlined in this Implementation Plan seek to address the identified gaps or duplication in functionality, service or administrative work; optimise the use of the Division budget; spread the responsibility of work and management across all areas and create opportunities for growth and cross-skilling of team members.

The Division is currently structured into four portfolios: Maintenance, Corporate and Client Services, Operations, and Projects and Space.

### **Maintenance**

The University has significantly reduced its major capital expenditure and must focus on better and more efficient building management of our existing assets.

The existing team comprises three streams of activity:

- Service Delivery: a large team focussed on specialist trades and related services for maintenance, along with the Maximo systems support team.
- Asset, Engineering, Technical Services: a large multi-disciplinary team with responsibility for our asset management, engineering and technical advice, fire and emergency management; scheduling statutory maintenance programs of work and hazmat services.
- Client Relationship and Scheduling team: a team that operates in two areas – with our building custodians for scheduling of works and day-to-day engagement of maintenance matters.

In order to better integrate building management responsibilities, the Division needs to look at merging some existing services together, rather than operating in standalone functions. This will enable improving

the way building and facilities management responsibilities are undertaken including how work is scheduled, how maintenance funds are spent and how work is undertaken on our existing buildings. This will not just be from a maintenance perspective, but also include building inspections, cleaning, customer service and innovation.

Some areas across the Division have been identified as working within separate operational structures, causing duplication in service and at times, differing order of priorities leading to gaps in service. There is often some confusion by the ANU community on which area within the Division has accountability for resolving their facilities related service request and the outcomes. To create better synergies, it is confirmed that the Maintenance portfolio will be disestablished and its functions will be integrated across the Operations, Infrastructure and Planning and Corporate portfolios.

It is confirmed that the existing maintenance services will be moved into the following teams (with confirmed individual roles/structure found under the Operations, Corporate and Infrastructure and Planning portfolios section):

- The Service Delivery team will be rearranged and move into two teams and reporting lines within the Operations portfolio: the specialist plumbing, electrical and mechanical services positions will be grouped together in the Building Maintenance team. The Maximo systems support team will move into the newly created Building Operations team.
- The Asset, Engineering, Technical Services team will be rearranged and move into three different areas within the Division. The Asset team members will move to the re-named Infrastructure and Planning Portfolio (currently the Projects/Space portfolio) and work within the new Design, Space and Asset Management team. Some existing Engineering and Technical responsibilities will move to the re-named Infrastructure and Planning Portfolio (currently the Projects/Space portfolio), and work within the new Building Infrastructure team. The Hazmat role and responsibilities will move to the Corporate Portfolio under the newly merged Governance and Compliance team which incorporates the Division's WH&S team. The existing fixed term WH&S Officer role will be revised to a continuing role and will have an ongoing and dedicated focus on HAZMAT at the ANU Officer 6/7 level. The Fire and Emergency ANU Officer 5 role will be disestablished. The Fire and Emergency duties will be redistributed into two areas:
  1. Fire Warden training and general administrative registers and duties will be redistributed to the existing WH&S team within the Corporate portfolio.
  2. The monthly inspections and any related remediation works will be undertaken through the Building Operations team. Should technical or specialist advice be required, this will be obtained from specialist external providers as required.
- Some existing Client Relationship and Scheduling responsibilities are be moved to the Operations portfolio and merged with the confirmed Building Operations team.

### **Operations**

We will establish the Operations portfolio as the key leaders in building and facilities management for the University. The intent of this portfolio is to align and integrate all our campus operational services – from the time you enter campus, use a transport service, visit the gardens and grounds or work in your building. The transfer and movement of roles and responsibilities from across the Division (including current maintenance activities) into the new Operations portfolio will enable delivery and accountability across a more diverse and flexible range of functions. This team will be enabled to more proactively deliver services, respond to enquiries and see through the resolution process.

Operations will comprise - Building Operations, Building Maintenance, Security and Transport, Gardens and Grounds and Satellite/Remote Sites.

Our intent for the Satellite/Remote Sites is to provide better overall management and support to ensure a consistent approach and delivery of services to our site operations and users of those sites across all ANU locations.

The Security team will be renamed as the Security and Transport team. The focus of the team will combine all security, parking and transport services from across the Division. To ensure appropriate segregation of duties and avoid any actual or perceived conflict of interest, the management and responsibility for appeals in relation to parking infringements will remain with the Corporate Portfolio.

The Service Delivery team within the current Maintenance portfolio is confirmed to be part of the newly created Building Maintenance team. The focus of this team will be on the majority of core building maintenance and improving our contractual arrangements with external maintenance service providers. The overall change will support and enable an equal spread of work and management responsibilities.

The Building Operations team is confirmed as a new team, merging a range of services from within the Division to provide an integrated approach to facilities management, building operations and efficiencies in staffing resources. It is confirmed that this team will comprise of existing carpentry and general maintenance (handyman) services from Maintenance; cleaning, waste, recycling and COVID19 sanitation services; building systems support including Maximo, maintenance scheduling and central facilities points of contact along with the building management system (BMS) team. It is confirmed the locksmith functions will be incorporated into the Building Operations team. It is also confirmed the Building Systems Support team will be renamed to the Campus Support team and will also be responsible for the scheduling of work orders and the provision of the dedicated facilities help/assistance service team.

The Remote Sites team is confirmed to change to Satellite Sites. The focus of the team will not change; however, it is confirmed to provide a greater level of support to remote staff, through the creation of a Manager, Satellite Sites and realign and change some roles to better reflect the nature and volume of work undertaken at each of the sites. The Manager, Satellite Sites will also retain the SSO site Operations Manager responsibilities.

The Gardens and Grounds Team are confirmed to have realignment of responsibilities within the team and to be renamed as the Landscape and Conservation Team.

### **Projects and Space**

The revised name for the portfolio is confirmed as Infrastructure and Planning.

Infrastructure and Planning will focus on Building Infrastructure, Design, Asset and Space management and be a key driver in the University's strategic property infrastructure arrangements. With changes to the existing capital funding and a focus on utilising our existing base more effectively, the confirmed changes will bring together roles that specialise in capital works project management, technical building infrastructure, sustainability and space management.

The Projects team will change to the Building Infrastructure Team. The focus of the team will include campus capital works, a dedicated Hail Remediation team, some engineering positions from the current ET&S team from within the Maintenance portfolio and merging sustainability and heritage functions from the current Operations portfolio.

The collaboration of engineering, sustainability and heritage positions with capital building works will better support campus building infrastructure and support the increase in responsibilities in the sustainability, heritage and Below Zero areas, and result in efficiencies for resources.

The Building Controls Engineer will move into the Technical team. The creation of more senior roles in the Campus Capital Works team will incorporate asset renewal projects (traditionally undertaken by contractors or partially by the existing technical team), along with a requirement to manage both highly technical and minor works projects simultaneously and ensure an increase in productivity and stronger administrative and governance compliance.

The Design, Asset and Space Management team is a newly formed team and will merge existing functions of Asset Management from the current Maintenance and the Space functions into the one team. This team will combine individual areas of knowledge and be responsible for the implementation of the University's strategic space and asset management arrangements. Along with undertaking a key role in the planning and pre-construction stages of the University's asset replacement and renewal programs and work to address gaps in data and planning.

### **Corporate and Client Services**

The portfolio name will be revised to Corporate to better reflect the scope of the portfolio's responsibilities.

Corporate will focus on Commercial Services; Governance and Compliance; Teaching Support Services Team; Venues and Functions; Kambri Precinct Management and Divisional Support.

The Commercial Services team remains responsible for over 100 tenants across the ANU including the management of their space, leasing, licensing, associated leasing matters, monthly invoices, debt collection and utilities monitoring. Since COVID-19, this team has seen a 50% increase in workload, with the introduction last year of a 6-month Mandatory Code of Conduct between landlord and lessee and many tenants seeking to renegotiate their lease terms one-on-one due to the financial impact on the retail sector. This increased workload is expected to continue for at least the next 24 months.

The current Divisional Support team will be renamed to the Governance and Compliance team and will merge some existing services into this team. This team will have two streams of work - the Division's significant WH&S responsibilities, supporting contractual arrangements, Quality Management System (QMS) and Governance reporting. The existing governance reporting is spread across many areas of the Division and there is a requirement to consolidate this responsibility to ensure all obligations are appropriately managed and met.

The Teaching Support Services team was recently created through the Operations Portfolio Tranche 2 Change Implementation Plan. This team has a dedicated focus on centrally timetabled teaching rooms and is the integration of F&S and Information Technology positions and staff members, with recruitment to vacant roles underway. The team is both administrative and operational in nature. There are no changes to this team.

The current Functions and Parking teams will be renamed the Venues and Functions team. The new focus of this team is on all functions on campus, management of Llewellyn Hall, ANU Apartments and reservations for our Satellite site accommodation facilities such as those at Kioloa, Siding Springs Observatory and NARU in the Northern Territory. It is confirmed the Parking Team will move to Operations and become part of a newly formed Transport and Security team. The management and delegated responsibilities for the appeals process for parking infringements will remain within Corporate. The existing function of the Teaching Support Services team was moved as a standalone reporting line to the Associate Director, Corporate. This change will formalise temporary reporting arrangements made during the peak of the COVID-19 pandemic in 2020.

#### Kambri Precinct Management

Since the transition from development to the day-to-day operations of the Kambri precinct, the responsibilities of managing this precinct in its entirety has been split between several positions across the Division. It is confirmed all the Kambri Precinct Management responsibilities will move to Corporate. This will enable the Division to address the identified missed opportunities to work across the University and stakeholders to support better utilisation of the space and opportunities within Kambri. It will also enable identified gaps in managing the existing service providers on day-to-day performance to be addressed and to respond to the required increase in overall community engagement due to the pandemic, particularly around retailers and their compliance with ACT Health COVID obligations.

## **Part 4: Current and Future State – The Nature of the Change**

Summary of the confirmed changes:

1. Disestablishment of Maintenance including:
  - Direct transfer of 1 x Asset, Planning and Technical Services Manager to Asset Manager, Senior Manager 1, Infrastructure and Planning
  - Direct transfer of 1 x Electrical Engineer, ANU Senior Manager 1 to Infrastructure and Planning
  - Direct transfer of 1 x Hydraulics Officer, ANU Officer 8 to Infrastructure and Planning
  - Direct transfer of 1 x Mechanical Engineer, ANU Officer 8 to Infrastructure and Planning
  - Direct transfer of 1 x Mechanical Officer, ANU Officer 6/7 to Infrastructure and Planning
  - Direct transfer of 1 x BMS Engineer (renamed to Building Controls Engineer), ANU Officer 8 to Infrastructure and Planning
  - Direct transfer of 1 x Asset Planning Officer ANU Officer 7 to WHS Officer - Hazmat, ANU Officer 6/7, Corporate
  - Direct transfer of 1 x BMS Technician, ANU Officer 7 to Operations
  - Direct transfer of 1 x BMS Technician, ANU Officer 4/5 to Operations
  - Direct transfer of 1 x Service Delivery Manager to Building Operations Manager, Senior Manager 1 to Operations
  - Direct transfer of 1 x Plumbing Services Supervisor, ANU Officer 6 to Operations

- Direct transfer of 1 x Electrical Services Supervisor, ANU Officer 6 to Operations
  - Direct transfer of 1 x Mechanical Services Supervisor, ANU Officer 6 to Operations
  - Direct transfer of 1 x Maximo Administrator, ANU Officer 5 to Operations
  - Direct transfer of 2 x Plumbing Services Officers, ANU Officer 4 to Operations
  - Direct transfer of 1 x Plumbing Services Officer, ANU Officer 4 to Operations
  - Direct transfer of 3 x Electrical Services Officers, ANU Officer 4 to Operations
  - Direct transfer of 3 x Mechanical Services Officer, ANU Officer 4 to Operations
  - Direct transfer of 1 x Building Services Leading Hand (Carpentry), ANU Officer 5 to Operations
  - Direct transfer of 1 x Building Services Officer (Carpentry), ANU Officer 4 to Operations
  - Direct Transfer of 1 x Building Services Officer (Locksmith), ANU Officer 4 to Operations
  - Direct Transfer of 2 x Maintenance Officers, ANU Officer 3 to Operations
  - Direct Transfer of 1 x Scheduling Officer, ANU Officer 5 to Asset and Space Officer, ANU Officer 5, Infrastructure and Planning
  - Direct transfer of 1 x Maintenance Officer, ANU Officer 3 to ANU Officer 3/4, Operations (Landscape and Conservation team)
  - Disestablishment of 1 x Associate Director, Maintenance, Senior Manager 3 (VACANT)
  - Disestablishment of 1 x Mechanical Engineer, Senior Manager 1
  - Disestablishment of 1 x ETS Building Officer, ANU Officer 8
  - Disestablishment of 1 x Systems Manager, ANU Officer 8
  - Disestablishment of 1 x Client Relationship Manager, ANU Officer 8
  - Disestablishment of 1 x Client Relationship Officer, ANU Officer 6
  - Disestablishment of 1 x Fire and Emergency Officer, ANU Officer 5 (VACANT)
  - Disestablishment of 2 x Scheduling Officers, ANU Officer 5
  - Disestablishment of 1 x Building Services Supervisor, ANU Officer 6
  - Disestablishment of 1 x Maintenance Services Supervisor, ANU Officer 6
  - Disestablishment of 1 x Maintenance Administration Assistant, ANU Officer 3 (VACANT)
  - Disestablishment of 1 x HAZMAT Officer, ANU Officer 5.
2. Introduction of new structure for Operations including:
- Establishment of 1 x Building Operations Manager, Senior Manager 1
  - Establishment of 1 x Building Operations Supervisor, ANU Officer 6
  - Establishment of 2 x Facilities Officers, ANU Officer 5
  - Establishment of 1 x Facilities Officer, ANU Officer 2/3
  - Establishment of 1 x Campus Support Supervisor, ANU Officer 6/7
  - Establishment of 2 x Campus Support Officers, ANU Officer 4
  - Establishment of 1 x Campus Support Officer, ANU Officer 2/3
  - Reclassification of 1 x SSO Site Manager, ANU Officer 8 to Satellite Sites Manager, Senior Manager 1
  - Direct transfer of 1 x Heritage Officer, ANU Officer 8 to Infrastructure and Planning
  - Disestablishment of 1 x Cleaning Manager, Senior Manager 1 (VACANT)
  - Disestablishment of 1 x Sustainability Manager, ANU Senior Manager 1 (VACANT)
  - Disestablishment of 1 x NARU Operations Manager, ANU Officer 8
  - Disestablishment of 1 x Sustainability Officer, ANU Officer 6/7 (VACANT)
  - Disestablishment of 1 x Cleaning and Waste Officer, ANU Officer 5 (VACANT)
  - Disestablishment of 1 x Kioloa Administration Officer, ANU Officer 4 (part-time) (VACANT)
  - Disestablishment of 1 x SSO Grounds Maintenance, ANU Officer 3 (VACANT)

All other existing Operations roles will remain in Operations. Additional roles from the current Maintenance and Corporate portfolios will also directly transfer to this team.

3. Introduction of new team name and structure for Projects and Space including:
- Establishment of 1 x Senior Project Manager, Senior Manager 2 (fixed term)
  - Establishment of 1 x Senior Engineering and Sustainability Manager, Senior Manager 2
  - Establishment of 1 x Senior Design, Asset and Space Manager, Senior Manager 2
  - Establishment of 1 x Project Manager, Senior Manager 1
  - Establishment of 2 x Project Coordinator, ANU Officer 6/7
  - Establishment of 2 x Project Administrators, ANU Officer 5 (fixed term)



- Establishment of 1 x Asset Planning Officer, ANU Officer 8
- Establishment of 1 x Asset and Space Officer, ANU Officer 5 (from Maintenance direct transfer)
- Disestablishment of 2 x Project Officers, ANU Officer 8 (one (1) VACANT)
- Disestablishment of 1 x Deputy Space Manager, ANU Officer 8

All other existing Projects and Space roles will transfer directly into the confirmed renamed Infrastructure and Planning. Additional roles from the current Maintenance and Operations will also directly transfer to this team.

4. Introduction of new team name and structure for Corporate and Client Services including:
- Establishment of 1 x Kambri Manager, Senior Manager 1
  - Establishment of 1 x Divisional Support Officer, ANU Officer 6/7
  - Establishment of 1 x Administration Officer, ANU Officer 2/3 (12-month fixed term)
  - Establishment of 1 x WHS Officer – HAZMAT, ANU Officer 6/7
  - Direct transfer of 1 x Asset Planning Officer ANU Officer 7 to WHS Officer – HAZMAT, ANU Officer 6/7
  - Direct Transfer of 1 x Transport Manager, ANU Officer 8 to Operations
  - Direct Transfer of 3 x Administration Assistants, ANU Officer 4 to Operations
  - Disestablishment 1 x HAZMAT Officer, ANU Officer 5 (VACANT)
  - Disestablishment 1 x Assistant Accommodation Officer, ANU Officer 2/3 (VACANT)
  - Disestablishment 1 x Accommodation Officer (Rental), ANU Officer 4 (VACANT)

All other existing Corporate and Client Services roles will transfer directly into the confirmed renamed Corporate portfolio.

Overall, the confirmed changes may include: a change in reporting or supervisory lines for some staff and positions; a change in work practices for some staff; and/or a change in conditions, including those that would be likely to lead to changed responsibility levels.

## **Maintenance**

### Summary of confirmed staff position changes

Currently, Maintenance has 42 positions.

It is confirmed that the portfolio is disestablished, and this would include the disestablishment of up to 13 positions. It is confirmed that the remaining positions are directly transferred to the confirmed Operations, Infrastructure and Planning or Corporate portfolios.

The existing locksmith service and some maintenance roles such as specialist trades and maintenance, general building services, maximo systems support, carpentry, glazing and painting are confirmed to move to the Operations and some engineering and technical services are confirmed to move to the Infrastructure and Planning.

### **Directly transferred positions**

It is confirmed the following positions in Maintenance will be directly transferred into Operations, Corporate or Infrastructure and Planning. All the positions would be transferred at level and may require a role title change (these are detailed below) and all positions will have a position description review and update. This will enable the positions to be aligned to the requirements of the confirmed new organisational arrangements for the Division.

<b>Current</b>	<b>Current Position Title</b>	<b>Confirmed</b>	<b>Confirmed Position Title</b>	<b>Number of Positions</b>
Maintenance	Service Delivery Manager, Senior Manager 1	Operations	Building Operations Manager, Senior Manager 1	1
Maintenance	Asset Planning Officer, ANU Officer 7	Corporate	WHS Officer – Hazmat, ANU Officer 6/7	1

<b>Current</b>	<b>Current Position Title</b>	<b>Confirmed</b>	<b>Confirmed Position Title</b>	<b>Number of Positions</b>
Maintenance	Mechanical Services Supervisor, ANU Officer 6	Operations	Mechanical Services Supervisor, ANU Officer 6	1
Maintenance	Electrical Services Supervisor, ANU Officer 6	Operations	Electrical Services Supervisor, ANU Officer 6	1
Maintenance	Plumbing Services Supervisor, ANU Officer 6	Operations	Plumbing Services Supervisor, ANU Officer 6	1
Maintenance	Building Services Leading Hand (Carpentry), ANU Officer 5	Operations	Building Services Leading Hand (Carpentry), ANU Officer 5	1
Maintenance	Maximo Administrator, ANU Officer 5	Operations	Maximo Administrator, ANU Officer 5	1
Maintenance	Scheduling Officer, ANU Officer 5	Infrastructure & Planning	Asset & Space Officer, ANU Officer 5	1
Maintenance	Infrastructure Plumber, ANU Officer 4	Operations	Plumbing Services Officer ANU Officer 4	1
Maintenance	Plumbing Services Officer, ANU Officer 4	Operations	Plumbing Services Officer ANU Officer 4	2
Maintenance	Electrical Services Officer, ANU Officer 4	Operations	Electrical Services Officer ANU Officer 4	3
Maintenance	Building Services Officer (Locksmith), ANU Officer 4	Operations	Building Services Officer (Locksmith), ANU Officer 4	1
Maintenance	Building Services Officer (Carpentry), ANU Officer 4	Operations	Building Services Officer (Carpentry), ANU Officer 4	1
Maintenance	Mechanical Services Officer, ANU Officer 4	Operations	Mechanical Services Officer, ANU Officer 4	3
Maintenance	Maintenance Officer, ANU Officer 3	Operations	Grounds Officer, ANU Officer 3/4	1
Maintenance	Maintenance Officer, ANU Officer 3	Operations	Maintenance Officer, ANU Officer 3	2
Maintenance	Asset Planning & Technical Services Manager, Senior Manager 1	Infrastructure & Planning	Asset Manager, Senior Manager 1	1
Maintenance	Electrical Engineer, Senior Manager 1	Infrastructure & Planning	Electrical Engineer, Senior Manager 1	1
Maintenance	Hydraulics Officer, ANU Officer 8	Infrastructure & Planning	Hydraulics Engineer, ANU Officer 8	1
Maintenance	Mechanical Engineer, ANU Officer 8	Infrastructure & Planning	Mechanical Engineer, ANU Officer 8	1
Maintenance	Mechanical Officer, ANU Officer 6/7	Infrastructure & Planning	Mechanical Officer, ANU Officer 6/7	1
Maintenance	BMS Engineer, ANU Officer 8	Infrastructure & Planning	Building Controls Engineer, ANU Officer 8	1
Maintenance	BMS Technician, ANU Officer 7	Operations	BMS Technician, ANU Officer 7	1
Maintenance	BMS Technician, ANU Officer 4/5	Operations	BMS Technician, ANU Officer 4/5	1
Maintenance	Asset Planning Officer, ANU Officer 7	Corporate	WH&S – HAZMAT Officer, ANU Officer 6/7	1

**Disestablished positions within the confirmed structure**

The following positions will be disestablished as they will no longer be required, or their duties have been or will cease or distributed elsewhere within the confirmed structure.

A number of staff within the Division have elected during 2020 and 2021 to take a voluntary separation from the University and have left or will leave the University in coming months. These positions are or will be vacant and the positions listed for disestablishment below include these positions.

**Associate Director, Maintenance, Senior Manager 3 (VACANT)**

It is confirmed that this vacant role will be disestablished. The confirmed structure disestablishes the Maintenance Portfolio and the work associated with this position is no longer required and the duties have been or will be ceased or distributed elsewhere within the confirmed new structure.

**Mechanical Engineer, Senior Manager 1**

It is confirmed that this role will be disestablished as the work associated with this position is no longer required. The current structure has multiple mechanical engineering and officer roles and the new structure in the Infrastructure and Planning Portfolio redistributes the duties of this role. The leadership responsibilities of this Senior Manager 1 will fall into the Infrastructure and Planning portfolio - Building Infrastructure - Technical team (SM2 role) and the other duties will be redistributed to other roles within the new structure.

**ETS Building Officer, ANU Officer 8**

It is confirmed that this role will be disestablished as the work associated with this position is no longer required. With the confirmed transition of roles into the newly created Building Operations team in the Operations portfolio and the Infrastructure and Planning portfolios, the work associated with this position is no longer required and the duties have been or will be ceased or distributed elsewhere.

**Systems Manager, ANU Officer 8**

It is confirmed that this role will be disestablished as the work associated with this position is no longer required and the duties have been or will be ceased or distributed elsewhere within the confirmed new structure. Over the past 18 months, the maintenance system (Maximo) has been upgraded with an associated reduction in high level and heavy administrative based work and manual updating into the system. The confirmed new structure will see the creation of a Building Systems Support team in the Operations portfolio.

**Client Relationship Manager, ANU Officer 8**

It is confirmed that this role will be disestablished as the work associated with this position is no longer required and the duties have been or will be ceased or distributed elsewhere within the confirmed new structure. The confirmed new structure creates a Building Operations team in the Operations portfolio who will coordinate a holistic approach to facilities services, tracking of actions, issues resolution and the work with clients across all ANU sites.

**Client Relationship Officer, ANU Officer 6**

It is confirmed that this role will be disestablished as the work associated with this position is no longer required and the duties have been or will be ceased or distributed elsewhere within the confirmed new structure. The confirmed new structure creates a Building Operations team in the Operations portfolio who will coordinate and support facilities services, tracking of actions and issues resolution and work with the clients across ANU sites.

**Building Services Supervisor, ANU Officer 6**

It is confirmed that this role will be disestablished as the work associated with this position is no longer required and the duties have been or will be ceased or distributed elsewhere within the confirmed new structure. The confirmed new structure merges the existing building services and maintenance services into the one team into the confirmed Building Operations team in the Operations portfolio and will include a single Supervisor role.

**Maintenance Services Supervisor, ANU Officer 6**

It is confirmed that this role will be disestablished as the work associated with this position is no longer required and the duties have been or will be ceased or will be distributed elsewhere within the confirmed new structure. The confirmed new structure merges the existing building services and maintenance services into the one team into the confirmed Building Operations team in the Operations portfolio and will include a single Supervisor role.

**Maintenance Administration Assistant, ANU Officer 3 (VACANT)**

It is confirmed that this role will be disestablished. The role is currently vacant. The confirmed new structure reduces the overall management responsibility of the confirmed Building Maintenance team and no longer requires an Administration Assistant role.

**Fire and Emergency Officer, ANU Officer 5 (VACANT)**

Following the consultation period, it is confirmed that this role will be disestablished. The work associated with this position will be redistributed to the existing WH&S Officer (ANU Officer 6/7) and Building Operations team.

## **Operations**

**Summary of confirmed staff position changes**

Currently Operations has 41 positions. Under the confirmed structure, Operations will have 70 positions and will be responsible for the day-to-day operations on campus. It is confirmed that nine (9) new positions are created, seven (7) positions are disestablished, one (1) position is reclassified and direct transfer of 26 positions.

It is confirmed that existing positions will be directly transferred either into the Operations portfolio, or the Infrastructure and Planning Portfolio structures and from the current Maintenance portfolio. Fixed-term staff will not be significantly impacted by the confirmed new structure. There may be a change in reporting lines and position descriptions will be reviewed and refreshed consistent with the objectives of the confirmed new structure.

**New positions within the confirmed structure**

It is confirmed that the following positions will be created within the new structure. All new positions are recommended to ensure that suitably qualified and experienced staff have the skills, qualifications and attributes to support the delivery of administration support for the Facilities and Services Division.

**Building Operations Manager, Senior Manager 1**

This confirmed new position is recommended to be classified at ANU Senior Manager 1 level, responsible for handling and overseeing the day-to-day operations and workflows of the ANU portfolio. This role will report directly to the Associate Director Operations and will act as lead to the other enabling service teams within the Division. The new role will require an expertise in managing multidisciplinary teams and contract management.

**Campus Support Officer, ANU Officer 6/7**

This confirmed new position is recommended to be classified at ANU Officer 6/7. Over the past 18 months, the maintenance system has been upgraded to a new version, reducing the heavy administrative based work and manual updating into the system. There is a requirement for a supervisor to oversee the large volume of scheduling, client enquiries and will coordinate activities such as quality assurance, works validation, monitoring of maintenance and facilities activities.

**Building Operations Supervisor, ANU Officer 6**

This confirmed new position is recommended to be classified at ANU Officer 6. This role will ensure a uniform approach to the day-to-day coordination and management of repairs and maintenance requests received by the division. Under the guidance of the Building Operations Manager this role will develop and implement management and reporting practices to ensure a high level of client satisfaction. The key accountability and responsibilities for the role are to provide effective support to the Senior Managers; lead and manage the provision of a facilities contact centre; and coordinate the provision of responsive and expert advice to the University community.

**Facilities Officer, ANU Officer 5 (two positions)**

These confirmed new positions are recommended to be classified at ANU Officer 5. These roles will be responsible for supporting the building operations supervisor by providing a service delivery and review function to operational teams. The key accountability and responsibilities for these roles are to assist in the coordination of external contractors, undertaking building inspections, logging of work requests, oversee the delivery of contract deliverables, reports and the provision of responsive and expert advice to the University community.

**Campus Support Officer, ANU Officer 4 (two positions)**

These confirmed new positions are recommended to be classified at ANU Officer 4. These roles will provide high level support and advice to the Campus Support Supervisor and Building Operations Manager on all client experience and support related aspects, including the development, design and implementation of contractor management practices. The key accountability and responsibilities for the role are to provide effective support to the service team members; lead and manage the provision of facilities lifecycle and scheduling operations; and coordinate the provision of responsive and expert advice to the University community.

**Facilities Officer, ANU Officer 2/3**

This confirmed new position is recommended to be classified at ANU Officer 2/3. This role will be responsible for supporting the service functions by providing a multidisciplinary, non-technical support across all operational service teams, clients and other service areas across the University, with a focus on excellent customer service.

**Campus Support Officer, ANU Officer 2/3**

This confirmed new position is recommended to be classified at ANU Officer 2/3. This role will be responsible for supporting all operational facilities functions through a multidisciplinary, non-technical support service to operational teams, clients, and other service areas across the university, with a focus on excellent customer service.

**Reclassified Positions within the confirmed new structure**

It is confirmed the following position will be reclassified consistent with an increase and change in ongoing responsibilities and requirement of the role within the confirmed new structure.

**SSO Site Manager ANU Officer 8 to Satellite Sites Manager, Senior Manager 1**

Under the confirmed changes, this role would include an increase in scope, becoming responsible for management oversight of all satellite sites of the Division and work with the Associate Director, Operations to streamline operational performance. Currently, all supervisory positions at the satellite sites report directly to the Associate Director, Operations and their day-to-day activities are undertaken in an isolated manner. There is a need to integrate the operational onsite functions into the broader Division processes and procedures, ensuring better contractor and contractual management, substantially improving our WH&S obligations and governance arrangements. This role will also retain the duties of the SSO Operations Manager.

**Disestablished positions within the confirmed structure**

The following positions are confirmed to be disestablished as the work associated with the position will no longer be required, or their duties have been or will cease or be distributed elsewhere within the confirmed structure.

A number of staff within the Division have elected during 2020 and 2021 to take a voluntary separation from the University and have left or will leave the University in coming months. These positions are or will be vacant and the positions listed for disestablishment below include these positions.

**Sustainability Manager, Senior Manager 1 (VACANT)**

It is confirmed that this role will be disestablished. The position is currently vacant. The work associated with this position has ceased or redistributed into the Infrastructure and Planning portfolio at a more senior level.

**Cleaning Manager, Senior Manager 1 (VACANT)**

It is confirmed that this role will be disestablished as the work associated with this position is no longer required and the duties have been or will be ceased or will be distributed elsewhere within the confirmed new structure. The confirmed new structure creates a Building Operations team in the Operations portfolio. The confirmed new structure merges the existing building services, cleaning and maintenance services into the one team in the newly confirmed Building Operations team.

**NARU Operations Manager, ANU Officer 8**

It is confirmed that this role will be disestablished as the work associated with this position is no longer required and the duties have been or will be ceased or distributed elsewhere within the confirmed new structure. The onsite usage of the NARU site has greatly decreased and there is insufficient work to support a full-time ANU08 level role for this site. The senior level activities will be redistributed to the confirmed Satellite Site Manager role and the onsite facilities functions undertaken by the existing General Facilities Officer (ANU04) role.

**Sustainability Officer, ANU Officer 6/7 (VACANT)**

It is confirmed that this role will be disestablished. The role is currently vacant. The work associated with this position has ceased or been distributed elsewhere within the confirmed new structure.

**Cleaning and Waste Officer, ANU Officer 5 (VACANT)**

It is confirmed that this role will be disestablished. This role is vacant. The work associated with this position has ceased or been distributed elsewhere within the confirmed new structure.

**Kioloa Administration Officer, ANU Officer 4 (part-time) (VACANT)**

It is confirmed that this role will be disestablished. The work associated with this position is no longer required and the duties have been or will be ceased or will be distributed elsewhere within the confirmed new structure. The current role focusses on accommodation reservations, general enquiries and general administrative tasks. The general enquiries component will be redistributed to the Kioloa Site Officer and the accommodation reservations transferred to the Venues and Functions team in the Corporate portfolio.

**Siding Spring Grounds Maintenance Officer, ANU Officer 3 (VACANT)**

It is confirmed that this role will be disestablished as the work associated with this position is no longer required and the duties have been or will be ceased or will be distributed elsewhere within the Satellite Sites confirmed new structure. This role works mostly on grounds maintenance and undertaking minor maintenance services.

## **Projects and Space**

**Summary of confirmed staff position changes**

Currently, Projects and Space has 10 positions. It is confirmed that the portfolio be renamed Infrastructure and Planning and will include 22 positions. These roles will encompass all University physical infrastructure, asset and space planning and sustainability responsibilities and will provide an integrated approach to capital planning. It is confirmed that 10 new positions are created, three (3) positions be disestablished, and six (6) positions will be directly transferred.

All other existing roles will be transferred into the newly renamed Infrastructure and Planning Portfolio. Fixed term staff will not be significantly impacted by the confirmed new structure. There may be a change in reporting lines and position descriptions will be reviewed and refreshed consistent with the objectives of the confirmed new structure.

**New positions within the confirmed structure**

It is confirmed that the following positions will be created within the new structure. All new positions are recommended to ensure that suitably qualified and experienced staff have the skills, qualifications and attributes to support the strategic planning of the University's asset base and best practice utilisation, along with planning, design, procurement and delivery of capital works, contracted works and refurbishments.

**Senior Engineering and Sustainability Manager, Senior Manager 2**

This confirmed new position is recommended to be classified at Senior Manager 2. This role will report directly to the Associate Director Infrastructure and Planning and will act as lead to the technical and sustainability team. With the importance of the Below Zero initiative and the current gap that exists in this area, the new role will require expertise in environmental design and engineering and provide expertise across the Division to develop and implement our environmental and energy initiatives for the University.

**Senior Design, Asset and Space Manager, Senior Manager 2**

This confirmed new position is recommended to be classified at Senior Manager 2. This role will report directly to the Associate Director Infrastructure and Planning and will lead the design, asset and space requirements. The role will be required to champion the University wide space audit outcomes, be responsible for management and implementation over the Strategic Asset Management Framework (SAMF) and the Strategic Asset Management Plan (SAMP). The role will also oversight the Acton Campus Master Plan and associate suites of documents for heritage requirements and future University wide capital works.

**Senior Project Manager, Senior Manager 2 (fixed term)**

This confirmed new position is recommended to be classified at Senior Manager 2. This role will report directly to the Associate Director Infrastructure and Planning and will provide a key role in the ongoing management of the Hail remediation project through to completion. As the insurance negotiations are well advanced, there is a requirement for senior leaders in this team to implement the remediation program. The existing team is currently under resourced and requires a highly technical and skilled Senior Project Manager to be accountable for managing multi, large scale managing contractors and one of the most geographical diverse projects ever undertaken on the Acton campus.

**Project Manager, Senior Manager 1**

This confirmed new position is recommended to be classified at Senior Manager 1. This role will report to the Senior Project Manager and will be required to manage projects ranging from highly technical to minor refurbishments. They will be highly skilled in executive writing, procurement documentation preparation, extensive contract and governance management and customer service focussed. There is an existing capability gap for these responsibilities and duties in the current structure.

**Project Coordinator, ANU Officer 6/7 (x 2 roles)**

These confirmed new positions are recommended to be classified at ANU Officer 6/7. The roles will report directly to the Senior Project Manager and will be primarily responsible for documentation development, monitoring and support and work on minor project refurbishments of lower technical background. The current team has no senior administrative support, creating risks with ongoing contract management and governance compliance.

**Project Administrator, ANU Officer 5 (two positions, fixed term)**

This confirmed new position is recommended to be classified at ANU Officer 5. These roles support the hail team in documentation tracking, invoicing, KPIs, action item tracking, risk frameworks and extensive governance committees and meetings. The hail remediation team is expected to manage up to five (5) large managing contractor contracts with over 200 buildings requiring remediation. There is no existing support for these duties in the team.

**Asset Planning Officer, ANU Officer 8**

This confirmed new position is recommended to be classified at ANU Officer 8. With the limited new capital available at the University, there is an increased focus on our existing asset base and there is a requirement for a senior level officer with large scale organisation asset planning experience to support this function.

**Asset and Space Officer, ANU Office 5 (direct transfer)**

This confirmed new position is recommended to be classified at ANU Officer 5. This role will support the management and analysis of data in the asset management system (SPM Assets) and the space management system (Archibus).

**Disestablished positions within the confirmed structure**

The following positions are confirmed to be disestablished as they will no longer be required, or their duties have been or will cease or be distributed elsewhere within the confirmed structure.

A number of staff within the Division have elected during 2020 and 2021 to take a voluntary separation from the University and have left or will leave the University in coming months. These positions are or will be vacant and the positions listed for disestablishment below include these positions.

**Project Officer, ANU Officer 8 (two positions – one (1) VACANT)**

It is confirmed that two of the existing three roles would be disestablished as, with a reduced future capital spend at the University, the confirmed structure requires a focus on fewer project officer delivery roles. The nature of the work associated with the confirmed 1 x continuing Project Officer position will change and will require an increase in the governance and technical responsibilities. The positions will no longer be required, and the duties have been or will be ceased and the work will be distributed elsewhere within the confirmed new structure.

**Deputy Space Manager, ANU Officer 8**

It is confirmed that this role will be disestablished as the work associated with this position is no longer required and the duties have been or will be ceased or be distributed elsewhere within the confirmed new structure. The confirmed new structure merges the existing functions of asset and space planning. The duties associated with this role will be redistributed to the Space Planning Manager and confirmed new Asset and Space Officer role.

**Corporate and Client Services**

Summary of confirmed staff position changes

Currently, Corporate and Client Services has 35 positions. It is confirmed that the portfolio be renamed Corporate and will have 35 positions with a focus on corporate and business services. The majority of existing roles (noted on the organisation structure) will be transferred into the newly renamed Corporate.

Fixed term staff will not be significantly impacted by the confirmed new structure. It is confirmed that four (4) new positions are created, and three (3) positions (VACANT) are disestablished. There may be a change in reporting lines and position descriptions will be reviewed and refreshed consistent with the objectives of the confirmed new structure.

**New positions within the confirmed structure**

It is confirmed that the following positions will be created within the new structure. All new positions are recommended to ensure that suitably qualified and experienced staff have the skills, qualifications and attributes to support the delivery of administration support for the Facilities and Services Division.

**Kambri Manager, Senior Manager 1**

This confirmed new position is recommended to be classified at Senior Manager 1. This role will operate with a high degree of autonomy, responsible for liaising with all levels of stakeholders from public facing to managing back of house technical and building operational arrangements. The role will be accountable for high value precinct contracts and service delivery, precinct WH&S and safety, extensive collaboration with students, staff, visitors and working with commercial tenancies on health and COVID-19 safety. The role will also oversight the precinct governance working groups.

**Divisional Support Officer, ANU Officer 6/7**

This confirmed new position is recommended to be classified at ANU Officer 6/7. This confirmed role will take ownership of the Division's reporting. The confirmed new position will see duties undertaken such as drafting extensive quarterly reports to Colleges and Service Divisions on their existing buildings, analysing data for inclusion into reports such as energy and space usage, cleaning and security information. The work undertaken will inform recommendation to management on new initiatives or remediation works required.



**Administrative Officer, ANU Officer 2/3 (fixed term)**

This confirmed new position is recommended to be classified at ANU Officer 2/3. Some activities of this role were originally undertaken by the sustainability team; however, the duties align more to the work undertaken in the commercial services team. The confirmed creation of this role will be responsible for the data entry/analysis for all University utility charges, ensuring the timely and accurate uploading into the TM1 system and invoicing to commercial tenants.

**Disestablished positions within the confirmed structure**

The following positions are confirmed to be disestablished as they will no longer be required, or their duties have been or will cease or be distributed elsewhere within the confirmed structure.

A number of staff within the Division have elected during 2020 and 2021 to take a voluntary separation from the University and have left or will leave the University in coming months. These positions are or will be vacant and the positions listed for disestablishment below include these positions.

**Accommodation Officer (Rental), ANU Officer 4 (VACANT)**

It is confirmed that this vacant role will be disestablished. The role is current vacant. The work associated with this position is no longer required or the duties have been or will be ceased or be distributed elsewhere within the Venues and Functions team

**Assistant Accommodation Officer, ANU Officer 2/3 (VACANT)**

It is confirmed that this vacant role will be disestablished. The role is current vacant. The work associated with this position is no longer required or the duties have been or will be ceased or be distributed elsewhere within the Venues and Functions team.

**HAZMAT Officer, ANU Officer 5 (VACANT)**

Following consultation, it is confirmed that this role will be disestablished, and the duties integrated into the WH&S Officer – HAZMAT, ANU Officer 6/7 role.

## **Part 5: Staffing Principles**

The transition to the new organisational structure within the Facilities and Services Division would be via the following steps and staffing principles. Any reductions in staffing are managed in accordance with the job security provisions outlined in clause 67 of *The Australian National University Enterprise Agreement 2017-2021* (ANU Enterprise Agreement)

In accordance with Clause 67 of the ANU Enterprise Agreement, any staff reductions within the Division will be managed and achieved through the following principles:

- natural attrition;
- permanent transfer;
- redeployment;
- voluntary conversion to part-time work;
- Fixed term pre-retirement agreements; or
- Voluntary separation.

**PROFESSIONAL STAFF: STAFFING PRINCIPLES**

The following principles will apply in determining professional staff position changes:

**Phase 1 – Management of Staff Requests**

Consult with all affected staff for all possible options, in accordance with clauses 67 and 68 of the ANU Enterprise Agreement

**Phase 2 – Recruitment and Appointment Process**

Finalise position descriptions for positions. Recruitment for vacant and new positions will commence once position descriptions have been reviewed and approved by the University Staffing Committee.

Once position descriptions are finalised, direct transfers will be confirmed where possible and staff identified to have a change in position title, description or supervisor will be provided with revised position descriptions and written notification of any supervision changes.

The direct transfer of a position, and the incumbent staff member, will occur where the position is the same classification level, has similar career standing, and the duties are essentially the same or substantially the same within the new structure.

Recruitment for vacant positions will be via internal recruitment and formal selection processes. Should these roles not be filled through internal processes, external recruitment processes will then be undertaken as required.

It is expected that the recruitment processes may take up to two (2) months to finalise. Temporary appointments may be made to these positions during this period to ensure continuity of service delivery.

### **Phase 3 - Notification of Disestablishment of Positions & Redeployment**

Affected staff will be advised in accordance with subclauses 56.5 and 68.19-68.20 of the ANU Enterprise Agreement that their substantive position is surplus to requirements. The formal redeployment processes under clauses 56.7 to 56.13 of the ANU Enterprise Agreement will apply.

Staff whose positions have been identified as surplus will be formally advised in writing. Action will be taken to identify suitable alternate positions for such staff - or the staff member may seek approval for an early separation. In such a case, they will be paid the balance of the 12-week redeployment period.

In accordance with clause 56.8 of the ANU Enterprise Agreement, a suitable alternative position means a position which has substantially the same duties, classification level and career standing as the redundant position and for which the staff member currently possesses the skills and experience (or could reasonably be expected to develop the required skills within a limited period) to satisfactorily perform the duties of the position.

If the process of identifying suitable positions results in more than one staff member being interested in the position, then a selection process will be undertaken for the role based on a standard appointment process. The assessment will be against the selection criteria for the role. The selection process will be that applicable to a standard appointment process with a formal selection panel formed and assessments made against the position selection criteria.

In accordance with the ANU Enterprise Agreement the staff member that best meets the selection criteria for the position or could be expected to meet the selection criteria with appropriate training within a reasonable timeframe, will be appointed to the position.

### **Phase 4 - Notice of Termination Due to Redundancy**

Following the 12-week redeployment period, where the staff member cannot be redeployed, in accordance with clause 56.14 of the ANU Enterprise Agreement the University will notify the affected staff member(s) in writing that their position is to be declared redundant and his or her employment may be terminated; the reason for the redundancy; and the timeline for this action.

This notification advice will also provide the staff member with at least six weeks' formal notice in accordance with clause 56.15 of the ANU Enterprise Agreement that their employment is to be terminated due to redundancy from a specified date. At the discretion of the University, payment in lieu of notice may be provided. The following termination payments will apply to professional staff whose positions are made redundant:

- A redundancy payment of three weeks' salary for each year of service with a minimum payment of five weeks' pay and maximum of 64 weeks' pay; and
- Payment of accrued annual leave and long service leave.

## Part 6: The University's Commitment

### **Status:**

Following the release of the formal Change Management Proposal on, and the conclusion of the formal consultation period on 31 March 2021, this Change Implementation Plan has been prepared to confirm the process for progressing workplace change in relation to the Facilities and Services Division. These changes are required as part of and in response to the ANU Recovery Plan 2020 and to support business driven change. It is

It is foreseeable the implementation of the changes will involve the establishment of 23 (23.0 FTE) professional staff positions and the disestablishment of up to 26 (26.0 FTE) (including 13 VACANT) professional staff positions.

Changes may also include a change in reporting or supervisory lines for some staff and positions; a change in work practices for some staff; reorganisation of teams, and/or a change in conditions, including change that would be likely to lead to changed responsibility levels.

Staff redundancies, if unavoidable, will be subject to the University's redundancy provisions.

### **Notification:**

The University is drafting this document to set out its specific proposal for your information and it is being circulated to:

- Service Portfolio staff;
- ANU Senior Management Group
- Research School Directors, Service Division Directors, General Managers and School Managers;
- Available on the ANU Recovery website [here](#)
- Nominated staff representatives including the NTEU and AMWU;
- Other relevant stakeholders as required.

### **Representation:**

Throughout this process staff members may be represented, and seek advice or assistance at any time from a person of their choice as outlined in the ANU Staff Representation Procedure which may be accessed via this link [http://policies.anu.edu.au/procedures/staff\\_representation\\_procedure/procedure](http://policies.anu.edu.au/procedures/staff_representation_procedure/procedure) Staff may not request representation by a legal practitioner unless they are directly involved in a formal disciplinary or termination of employment processes.

### Part 7: Implementation Timetable

The ANU has set out the below timetable to meet and confer with the staff members concerned (and their chosen representatives). The ANU endeavours to reach agreement about the implementation of change and to work consultatively with people affected by change.

Date	Details of Consultation Process
Wednesday 17 March 2021	Meetings with affected staff within Facilities and Services Division.  Release of the Change Management Proposal to staff within Facilities & Services Division
Thursday 18 March 2021	Release the Change Management Proposal to the Service Portfolio and University Community  Consultation Period Commences
Wednesday 31 March 2021	Close of Consultation period
Thursday 18 March 2021 to Tuesday 13 April 2021	Collation of feedback from Consultation and preparation of Implementation Plan
Thursday 15 April 2021	Meet with affected staff prior to Implementation Plan release
Thursday 15 April 2021	Publication of Implementation Plan
Friday 16 April - Wednesday 21 April 2021	Period for seeking clarification on Implementation Plan
Thursday 22 April 2021	Proposed commencement of Implementation Plan

#### Contacts

This change management process has been led by Nicki Middleton, Director, Facilities and Services Division in consultation with the Human Resources Division.

Name	Position	Contact details
Facilities and Services: Nicki Middleton	Director, Facilities and Services	<a href="mailto:Nicki.Middleton@anu.edu.au">Nicki.Middleton@anu.edu.au</a>
Facilities and Services Sylvia Mansell	Associate Director, Corporate and Client Services	<a href="mailto:Sylvia.Mansell@anu.edu.au">Sylvia.Mansell@anu.edu.au</a>
Facilities & Services: Mathew Maclay	Associate Director, Operations	<a href="mailto:Mathew.Maclay@anu.edu.au">Mathew.Maclay@anu.edu.au</a>
Facilities & Services: Jeremy Matthew	Associate Director, Projects and Space	<a href="mailto:Jeremy.Matthew@anu.edu.au">Jeremy.Matthew@anu.edu.au</a>
Belinda Farrelly	Associate Director, Organisational Change	<a href="mailto:org.change@anu.edu.au">org.change@anu.edu.au</a> <a href="mailto:Belinda.Farrelly@anu.edu.au">Belinda.Farrelly@anu.edu.au</a> (02) 6125 3012

#### Support for Staff

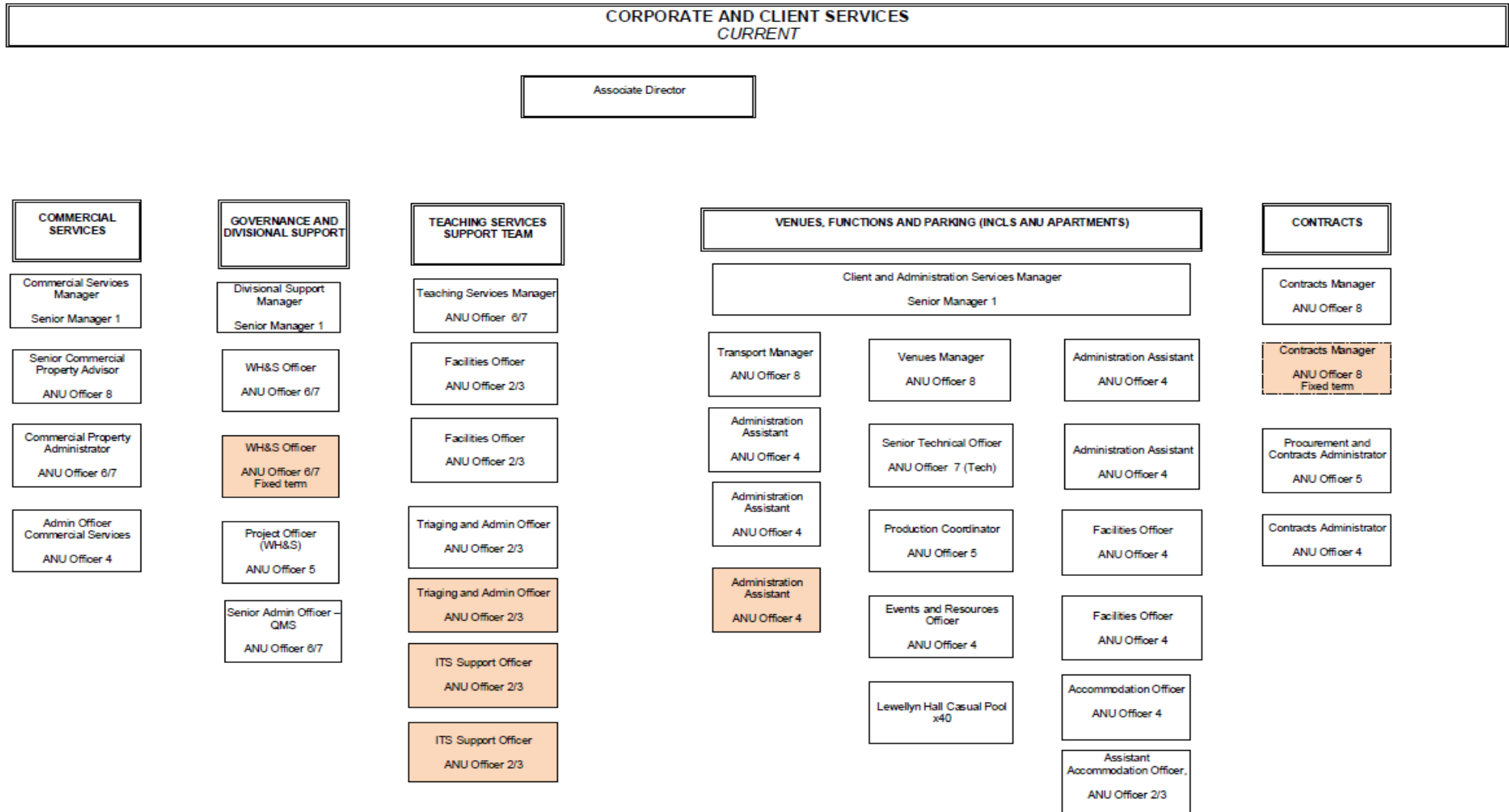
Staff seeking additional support or advice should contact:

Name	Position	Contact Details
Gail Frank Dr Maaria Haque	Adviser to staff Adviser to staff	(02) 6125 3616 (02) 6125 8283  staff.adviser@anu.edu.au
Employee Assistance Providers	Assure Relationships Australia	1800 808 374 (02) 6122 7100

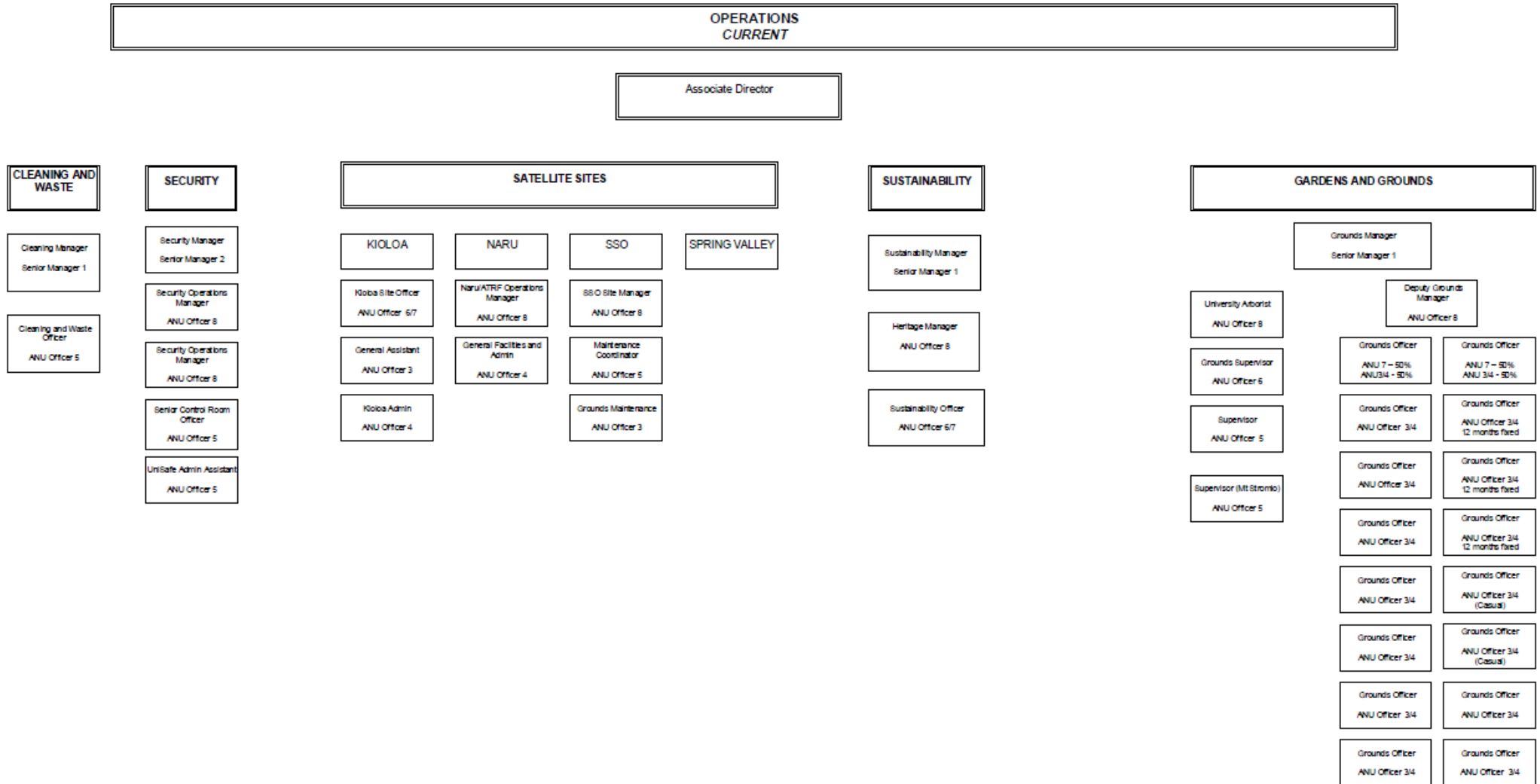
## **Part 8: Appendices**

- Attachment One: - Corporate and Client Services – current structure
- Attachment Two: Operations – current structure
- Attachment Three: Projects and Space – current structure
- Attachment Four: Maintenance – current structure
- Attachment Five: Corporate – confirmed structure
- Attachment Six: Operations – confirmed structure
- Attachment Seven: Infrastructure and Planning - confirmed structure
- Attachment Eight: DRAFT Position Descriptions for confirmed new positions

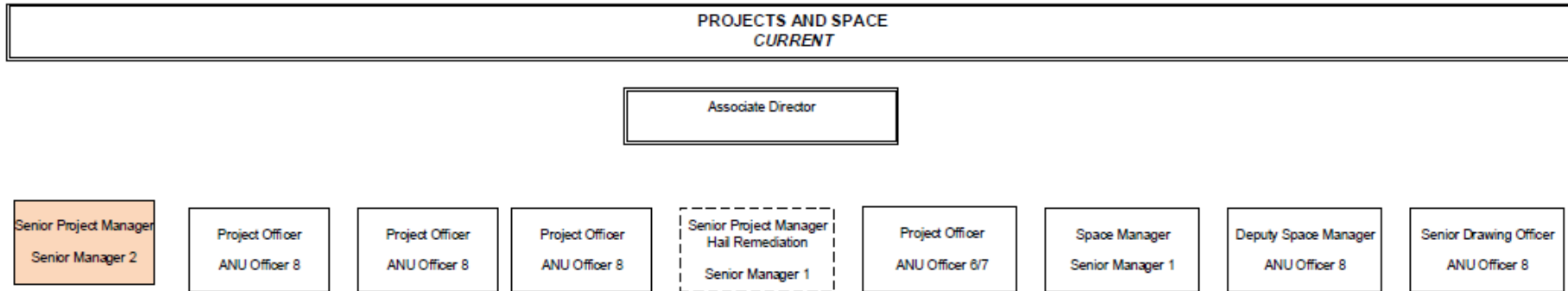
**Attachment One – Corporate and Client Services structure current**



**Attachment Two – Operations structure current**

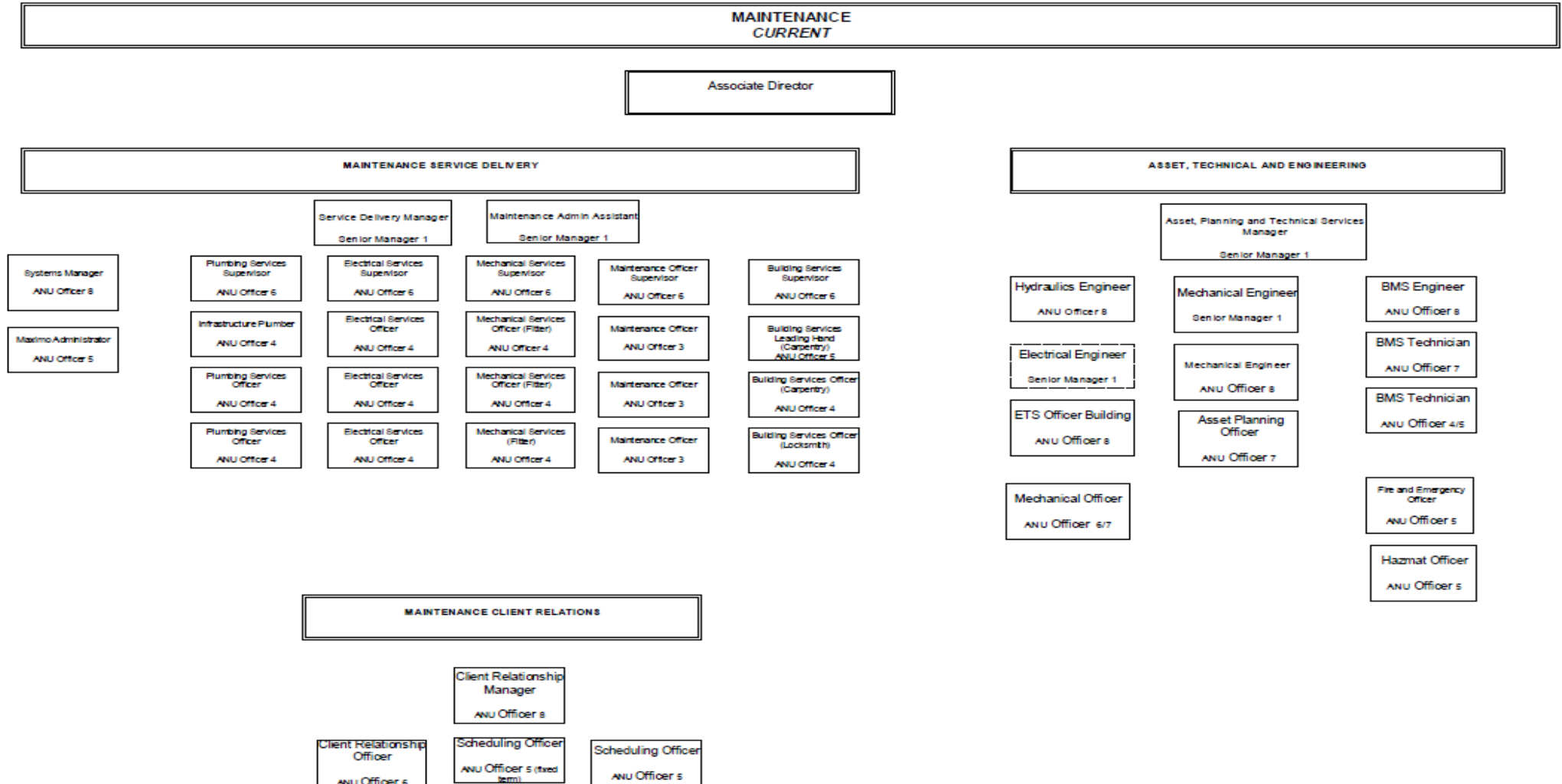


**Attachment Three – Projects and Space structure current**

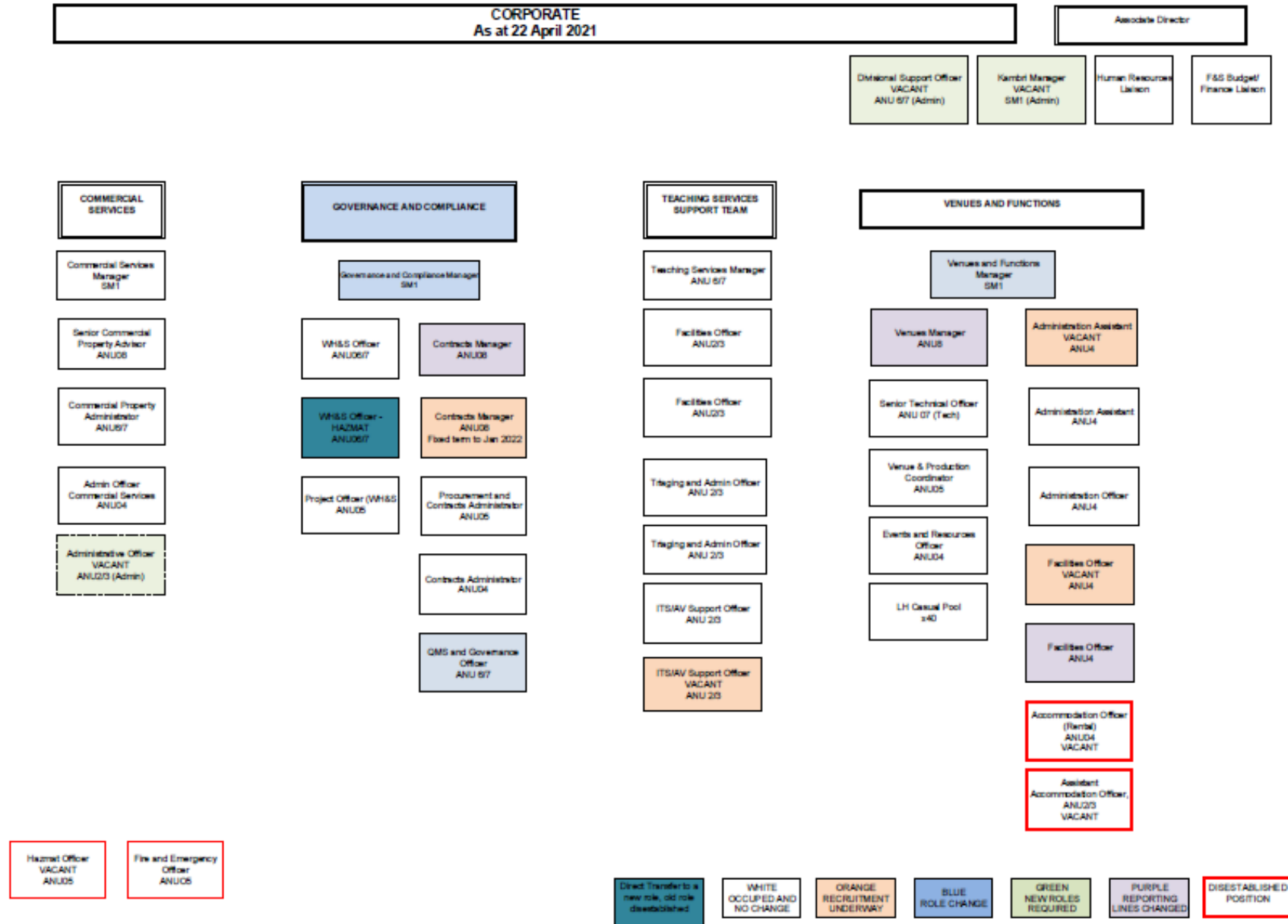




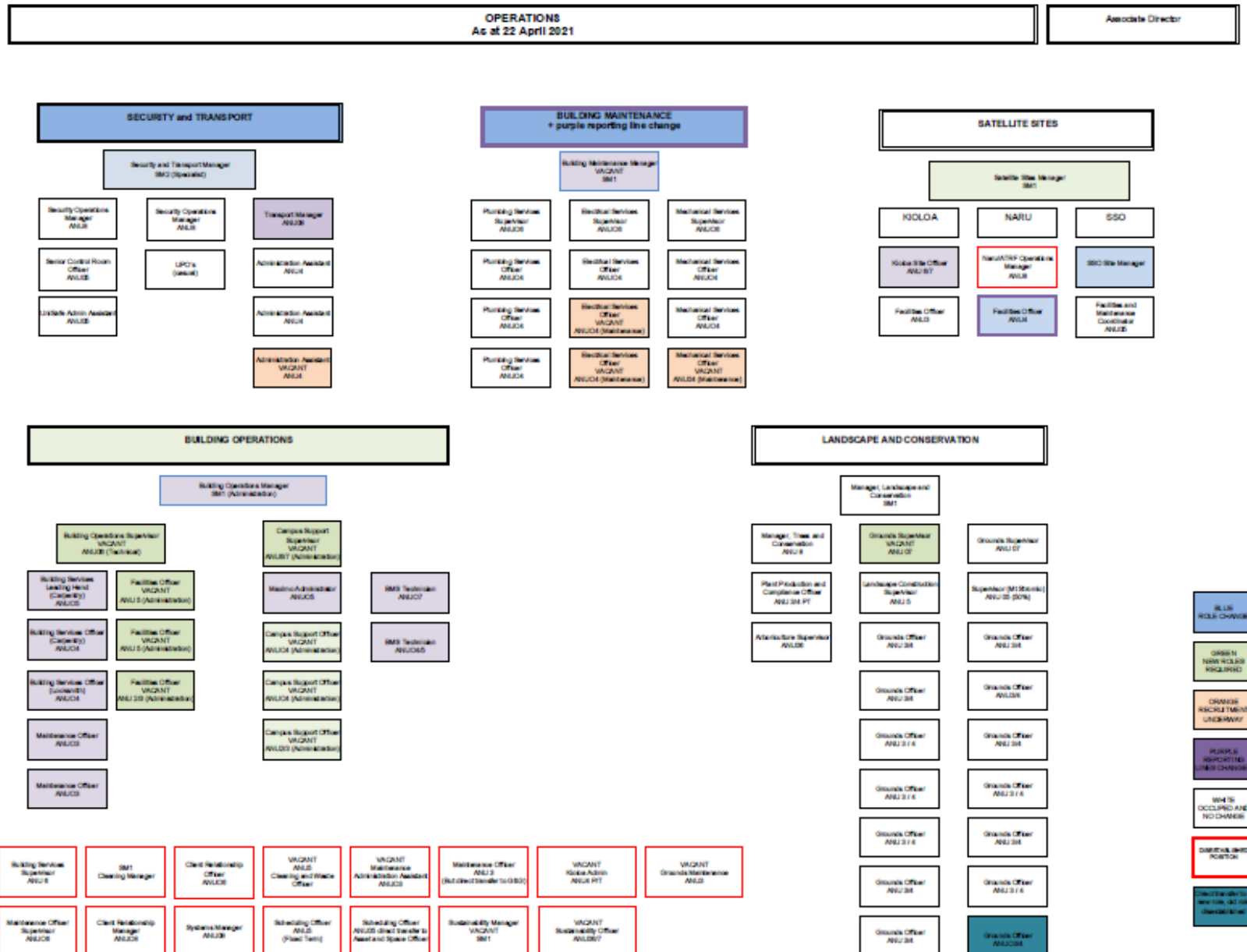
**Attachment Four – Maintenance structure current**



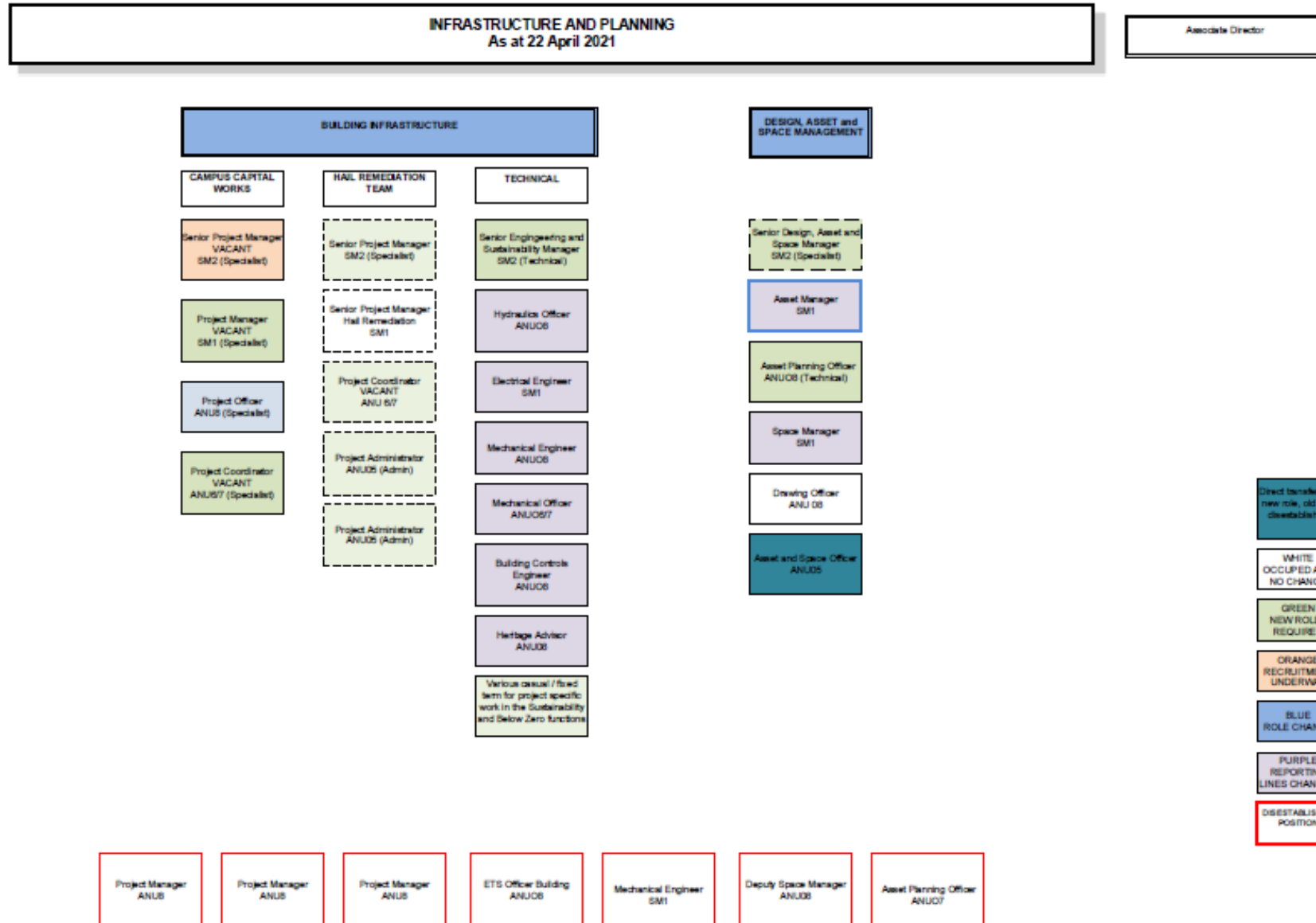
**Attachment Five – Corporate structure confirmed**



### Attachment Six – Operations structure confirmed



**Attachment Seven – Infrastructure and Planning structure confirmed**



## Attachment Eight – NEW position descriptions

 <b>Australian National University</b>	<h2>Position Description</h2>
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<b>College/Division:</b>	Facilities and Services Division
<b>Faculty/School/Centre:</b>	Maintenance
<b>Department/Unit:</b>	Service Delivery
<b>Position Title:</b>	Building Operations Manager
<b>Classification:</b>	Senior Manager Grade 1 (Technical)
<b>Position No:</b>	TBC
<b>Responsible to:</b>	Associate Director – Operations
<b>Number of positions that report to this role:</b>	4
<b>Delegation(s) Assigned:</b>	TBA

**PURPOSE STATEMENT:**

The Facilities and Services Division (F&S) 'enables academic excellence at the ANU through integrated and innovative facilities and project delivery'. The three key portfolios within the Division are Infrastructure & Planning, Operations, and Corporate.

The Division's Operations Portfolio has diverse responsibilities, including facility issue maintenance/management, enhancements, cleaning, grounds and safety initiatives in all campus environments across the ANU. The Building Operations Manager is responsible for the management of maintenance trade services delivered by the Building Maintenance team and associated contractors.

**KEY ACCOUNTABILITY AREAS:****Position Dimension & Relationships:**

The Building Operations Manager reports to the Associate Director, Operations and is responsible for the overall performance and measurement of the division's maintenance and service delivery functions.

The Building Operations Manager will, implement and deliver service strategies consistent with the values and priorities of the University and in compliance with relevant government legislation and statutory frameworks, whilst maintaining professional and effective working relationships.

The Building Operations Manager will be required to engage and work with stakeholders across campus, other University staff (both internal and external to the Division) and external clients and contractors in order to establish and maintain effective relationships and support the provision of University maintenance services.

**Role Statement:**

Under the broad direction of the Associate Director, the Building Operations Manager will:

1. Contribute to the development and implementation of commercial success; including driving commercial performance, implementing financial strategies and creating opportunities for ongoing value creation and improvements.
2. Ensure contracts and agreements are managed to achieve the optimum financial and commercial outcomes and objectives of the university.
3. Development of a range of whole of Section reporting that supports the transition to outcome focussed service delivery and measurement.
4. Support the building Maintenance Manager in the effective delivery of maintenance services and management of the maintenance management system.
5. Improve the access of regional and central management to data by producing regular data reports and analysis that meet their operational, compliance and performance requirements.

6. Provide high level effective leadership, management, supervision, direction and guidance to the staff within the Division to foster a standard of client service delivery, ensure service delivery is effectively managed, and deadlines/objectives are met.
7. Develop, implement and manage relevant standard operating processes, procedures and KPIs in relation to the all services delivered by the Division.
8. Comply with all ANU policies and procedures, and in particular those relating to work health and safety and equal opportunity.
9. Other duties as requested, consistent with the classification level of the position and in line with the principle of multi-skilling.

### SELECTION CRITERIA:

1. Postgraduate qualifications (or equivalent) in a relevant discipline and/or relevant experience or an equivalent combination of relevant experience and education/training. Experience in the higher education sector or similarly complex facilities management environment would be highly regarded.
2. Demonstrated extensive experience and understanding of all aspects of building services and infrastructure management including building, mechanical, electrical, fire and energy management systems and their related data sets.
3. Demonstrated experience in stakeholder engagement and proven ability to develop and foster internal and external strategic stakeholder relationships.
4. Solid experience in data analysis and reporting.
5. Excellent written and verbal communication skills including the ability to communicate with confidence on a range of topics. Demonstrable ability to prepare and deliver a high standard of written correspondence, reports and other complex documentation, whilst maintaining accuracy and demonstrating attention to detail.
6. Demonstrable ability to effectively manage budgets and operating performance. Sound understanding of commercial procurement activities and tasks.
7. Experience and demonstrated ability to manage and supervise commercial partners and commercial transactions stakeholders to ensure on-going and appropriate levels of engagement are maintained and fostered.
8. Demonstrated high level of achievement in relation to incorporating EO principles into management practices and the capacity to accept devolved responsibility for achievement of equity and diversity strategies.

**Supervisor/Delegate Signature:**

**Date:**

**Printed Name:**

**Uni ID:**

### References:

[General Staff Classification Descriptors](#)

[Academic Minimum Standards](#)



## Position Description

<b>College/Division:</b>	Facilities and Services
<b>Faculty/School/Centre:</b>	
<b>Department/Unit:</b>	Building Operations
<b>Position Title:</b>	Customer Support Supervisor
<b>Classification:</b>	ANU Officer 6/7 (Administration)
<b>Position No:</b>	TBC
<b>Responsible to:</b>	Building Operations Manager
<b>Number of positions that report to this role:</b>	6
<b>Delegation(s) Assigned:</b>	TBC

### PURPOSE STATEMENT:

The Facilities and Services Division (F&S) 'enables academic excellence at the ANU through integrated and innovative facilities and project delivery'. The three key portfolios within the Division are Infrastructure & Planning, Operations, and Corporate.

The Division's Operational Portfolio has diverse responsibilities, including facility issue maintenance/management, enhancements, cleaning, Grounds and safety initiatives in all campus environments across the ANU.

The Customer Support team is responsible for the coordination and tracking of all facilities maintenance services and advice to the University, encompassing the Acton campus and satellite sites.

### KEY ACCOUNTABILITY AREAS:

Reporting to the Building Operations Manager, the Customer Support Supervisor is responsible for the management of all service tasks, monitoring the progress of all works to ensure the Portfolios objectives and service goals are met.

The Customer Support Supervisor will work closely with the Building Operations Supervisor and will have responsibility for monitoring performance KPIs of all works undertaken by the building operations team and external contractors engaged for preventative, corrective and reactive maintenance as well as facilities management services.

The Customer Support Supervisor will develop and maintain professional and effective working relationships, be responsive and work closely with other Supervisors and team members across the Division to ensure a high level of customer service and service delivery.

### Position Dimension & Relationships:

#### Role Statement:

Under broad direction, the Building Operations Manager will:

- Provide effective leadership, supervision, direction and guidance to staff within a multi-disciplined team. This includes but is not limited to the coordination of tasks, staff attendance, professional development requirements and supporting the Building Operations Manager in managing service delivery outcomes.
- Supervise and monitor performance of works undertaken by external contractors engaged to perform services and minor works. Develop, implement, administer and manage University contracts with engaged suppliers.
- Monitor and report on the performance of all contractors under their control and make recommendations to management on measurement methodologies that demonstrate achievement of procurement outcomes.
- Liaison with internal and external stakeholders to plan, coordinate, implement and evaluate customer service initiatives by resolving Maximo request problems and improving service methods to increase the teams productivity and customer service.

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- Implement, maintain and develop procedures and record systems, ensuring compliance with University policies, rules and practices as well as relevant government legislation.
- Contribute to the development and implementation of commercial success; including driving commercial performance, implementing financial strategies and creating opportunities for ongoing value creation and improvements.
- Ensure contracts and agreements are managed to achieve the optimum financial and commercial outcomes and objectives of the university.
- Produce analysis and interpret data related to service delivery, design metrics and collection of data where necessary.
- Comply with all ANU policies and procedures, and in particularly those relating to work health and safety and equal opportunity.
- Other duties as required, consistent with the classification of this position in line with the principle of multi-skilling.

### SELECTION CRITERIA:

1. Excellent written and verbal communication skills including the ability to communicate with confidence on a range of topics. Demonstrable ability to prepare and deliver a high standard of written correspondence, reports and other documentation, whilst maintaining accuracy and demonstrating attention to detail.
2. Demonstrable ability to effectively manage budgets and operating performance. Sound understanding of commercial procurement activities and tasks.
3. Experience and demonstrated ability to manage and supervise commercial partners and commercial transactions stakeholders to ensure on-going and appropriate levels of engagement are maintained and fostered.
4. Demonstrated ability to effectively manage and lead a team undertaking high quality, complex works within a client service delivery environment. Proven ability to plan and prioritise workflow, both individually and in a team environment, whilst managing conflicting deadlines and demands.
5. Demonstrated ability to effectively manage multiple contractors in undertaking high quality, complex works within a client service delivery environment with a proven ability to plan and prioritise workflow, both individually and in a team environment.
6. Superior analytical skills, with capacity to utilise data to review delivery outcomes to deliver successful service delivery outcomes.
7. A sound understanding of equal opportunity principles and a commitment to their application in a university context.

<b>Supervisor/Delegate Signature:</b>	<b>Date:</b>
Printed Name:	<b>Uni ID:</b>

### References:

[General Staff Classification Descriptors](#)  
[Academic Minimum Standards](#)





Australian  
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University

## Position Description

<b>College/Division:</b>	Facilities and Services
<b>Faculty/School/Centre:</b>	
<b>Department/Unit:</b>	Building Operations
<b>Position Title:</b>	Building Operations Supervisor
<b>Classification:</b>	ANU Officer 6 (Technical)
<b>Position No:</b>	TBC
<b>Responsible to:</b>	Building Operations Manager
<b>Number of positions that report to this role:</b>	7
<b>Delegation(s) Assigned:</b>	TBC

### PURPOSE STATEMENT:

The Facilities and Services Division (F&S) 'enables academic excellence at the ANU through integrated and innovative facilities and project delivery'. The three key portfolios within the Division are Infrastructure & Planning, Operations, and Corporate.

The Division's Operations Portfolio has diverse responsibilities, including facility issue maintenance/management, enhancements, cleaning, Grounds and safety initiatives in all campus environments across the ANU. The Building Operations team delivers and manages maintenance services and advice to the University, including the Acton campus and remote sites.

The Building Operations Supervisor is responsible for the delivery of effective, timely and high quality services in relation to the multi-disciplined services provided to the university.

### KEY ACCOUNTABILITY AREAS:

Reporting to the Building Operations Manager, the Building Operations Supervisor is responsible for delivery of effective, timely and high quality maintenance and reactive works in relation to a multi-disciplined team.

The Building Operations Supervisor will have responsibility for supervising and monitoring performance of works undertaken by the building operations team to undertake corrective and reactive maintenance and Facilities Management services. The Building Operations Supervisor will use their initiative and expertise to establish and implement processes to support effective delivery of services consistent with the values and priorities of the University and in compliance with relevant government legislation.

The Building Operations Supervisor will develop and maintain professional and effective working relationships with key stakeholders, be responsive and work closely with other Supervisors and team members across the Division to ensure a high level of customer service and service delivery. The Supervisor will be required to engage and work with stakeholders across campus, other University staff (both internal and external to the Division) and external clients and contractors in order to establish and maintain effective relationships and support the provision of services.

### Position Dimension & Relationships:

#### Role Statement:

Under broad direction, the Building Operations Supervisor will:

- Provide effective leadership, supervision, direction and guidance to staff within a multi-disciplined team. This includes but is not limited to the coordination of tasks, staff attendance, professional development requirements and supporting the Building Operations Manager in managing service delivery outcomes.
- Supervise and monitor performance of works undertaken by external contractors engaged to perform services and minor works. Develop, implement, administer and manage University contracts with engaged suppliers.

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- Monitor and report on the performance of all contractors under their control and make recommendations to management on measurement methodologies that demonstrate achievement of procurement outcomes.
- Liaison with internal and external stakeholders to plan, coordinate, implement and evaluate Customer Service initiatives.
- Contribute to the development of policy, procedures, guidelines, budget development, business case development, record keeping and evaluations.
- Coordinate a number of customer service related activities to ensure they are delivered on time.
- Implement, maintain and develop procedures and record systems, ensuring compliance with University policies, rules and practices as well as relevant government legislation.
- Contribute to the development of a communications and engagement plan.
- Contribute to the development and implementation of commercial success; including driving commercial performance, implementing financial strategies and creating opportunities for ongoing value creation and improvements.
- Ensure contracts and agreements are managed to achieve the optimum financial and commercial outcomes and objectives of the university.
- Produce analysis and interpret data related to the customer service initiatives, design metrics and collection of data where necessary.
- Comply with all ANU policies and procedures, and in particular those relating to work health and safety and equal opportunity.
- Other duties as required, consistent with the classification of this position in line with the principle of multi-skilling.

### SELECTION CRITERIA:

1. Excellent written and verbal communication skills including the ability to communicate with confidence on a range of topics. Demonstrable ability to prepare and deliver a high standard of written correspondence, reports and other documentation, whilst maintaining accuracy and demonstrating attention to detail.
2. Demonstrable ability to effectively manage budgets and operating performance. Sound understanding of commercial procurement activities and tasks.
3. Experience and demonstrated ability to manage and supervise commercial partners and commercial transactions stakeholders to ensure on-going and appropriate levels of engagement are maintained and fostered.
4. Demonstrated ability to effectively manage and lead a team undertaking high quality, complex works within a client service delivery environment. Proven ability to plan and prioritise workflow, both individually and in a team environment, whilst managing conflicting deadlines and demands.
5. A sound understanding of equal opportunity principles and a commitment to their application in a university context.

<b>Supervisor/Delegate Signature:</b>		<b>Date:</b>	
Printed Name:		<b>Uni ID:</b>	

### References:

[General Staff Classification Descriptors](#)

[Academic Minimum Standards](#)



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## Position Description

<b>College/Division:</b>	Facilities and Services
<b>Faculty/School/Centre:</b>	
<b>Department/Unit:</b>	Building Operations
<b>Position Title:</b>	Facilities Officer
<b>Classification:</b>	ANU Officer 5 (Administration)
<b>Position No:</b>	TBC
<b>Responsible to:</b>	Building Operations Supervisor
<b>Number of positions that report to this role:</b>	Nil
<b>Delegation(s) Assigned:</b>	Nil

### PURPOSE STATEMENT:

The Facilities and Services Division (F&S) 'enables academic excellence at the ANU through integrated and innovative facilities and project delivery'. The three key portfolios within the Division are Infrastructure & Planning, Operations, and Corporate.

The Division's Operations Portfolio has diverse responsibilities, including facility issue maintenance/management, enhancements, cleaning, Grounds and safety initiatives in all campus environments across the ANU. The Building Operations team delivers and manages all maintenance services and advice to the University, including the Acton campus and remote sites.

The Facilities Officer is responsible to ensure a safe, clean and productive environment is provided to support educational and research programs on a continual basis. In achieving this the Facilities Officer will work as part of a large team focusing on the quality of service delivery.

### KEY ACCOUNTABILITY AREAS:

Reporting to the Building Operations Supervisor, the Facilities Officer is responsible for assisting with general assistance desk queries, relating to facilities assist in the investigation, management and resolution of ancillary maintenance issues or other property related matters, logging faults and source documents as required.

The Facilities Officer will be responsible to maintain accurate and up to date Facilities databases and asset registers in accordance with relevant guidelines and business rules – hard, soft and master records as well as the supervision of contractors carrying out preventative, corrective and reactive works and the regular reviews of outcome relating to facilities services across the University.

The Facilities Officer will assist with tracking maintenance requests, match work orders to invoices and send invoices for payment, undertake property and cleaning inspections and distribute and prepare reports.

The Facilities Officer will develop and maintain professional and effective working relationships with key stakeholders, be responsive and work closely with other Supervisors and team members across the Division to ensure a high level of customer service and service delivery.

### Position Dimension & Relationships:

#### Role Statement:

Under broad direction, the Facilities Officer will:

- Provide effective leadership, supervision, direction and guidance to staff within a multi-disciplined team. This includes but is not limited to the coordination of tasks and supporting the Building Operations Supervisor in managing service delivery outcomes.
- Supervise and monitor performance of works undertaken by external contractors engaged to perform services and minor works.

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- Ensure requests received through the Service Management Tool are actioned, updated and closed in accordance with agreed Service Level Agreements;
- Build strong, collaborative relationships with staff at all levels as well as customers.
- Produce analysis and interpret data related to the customer service initiatives, design metrics and collection of data where necessary.
- Verify and cross-check information across multiple system applications.
- Assist with all aspects of facilities management i.e. site walks, installation of signage, preventative and reactive maintenance, Cleaning, Safety checks and reporting.
- Ensuring the accuracy of data inputted and that deadlines are met within timeframes.
- Comply with all ANU policies and procedures, and in particular those relating to work health and safety and equal opportunity.
- Other duties as required, consistent with the classification of this position in line with the principle of multi-skilling.

### SELECTION CRITERIA:

1. Demonstrated experience in effective maintenance coordination and a commitment to high-quality service within a complex organisation, or an equivalent combination of education, experience and/or training. A relevant degree or training will be highly regarded.
2. The ability to interpret, apply and advise on policy and procedures within a complex organisation.
3. Excellent interpersonal and communication skills, both written and oral, including demonstrated ability to consult effectively with a diverse range of stakeholders.
4. Demonstrated ability to effectively manage contractors undertaking complex works within a client service delivery environment. Proven ability to plan and prioritise workflow, both individually and in a team environment, whilst managing conflicting deadlines and demands.
5. Provide assistance to trade staff in carrying out minor repairs and maintenance across all ANU facilities as directed and consistent with the classification level.
6. Superior analytical skills, with capacity to utilise data to conceptualise, develop, implement and review programs and processes to deliver successful works programs.
7. A sound understanding of equal opportunity principles and a commitment to their application in a university context.

<b>Supervisor/Delegate Signature:</b>		<b>Date:</b>	
Printed Name:		<b>Uni ID:</b>	

### References:

[General Staff Classification Descriptors](#)

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## Position Description

<b>College/Division:</b>	Facilities and Services
<b>Faculty/School/Centre:</b>	
<b>Department/Unit:</b>	Building Operations
<b>Position Title:</b>	Customer Support Officer
<b>Classification:</b>	ANU Officer 4 (Administration)
<b>Position No:</b>	TBC
<b>Responsible to:</b>	Building Operations Manager
<b>Number of positions that report to this role:</b>	Nil
<b>Delegation(s) Assigned:</b>	Nil

### PURPOSE STATEMENT:

The Facilities and Services Division (F&S) 'enables academic excellence at the ANU through integrated and innovative facilities and project delivery'. The three key portfolios within the Division are Infrastructure & Planning, Operations, and Corporate.

The Division's Operations Portfolio has diverse responsibilities, including facility issue maintenance/management, enhancements, cleaning, Grounds and safety initiatives in all campus environments across the ANU.

The Customer Support team is responsible for the coordination and tracking of all facilities maintenance services and advice to the University, encompassing the Acton campus and remote sites.

The Customer Support Officer is the primary point of contact for all of the University's maintenance requests and queries. The Customer Support Officer is responsible for assisting the building operations team by providing an effective and efficient Administrative support service, encompassing a range of administrative and operational tasks in accordance with the requirements of the portfolio.

### KEY ACCOUNTABILITY AREAS:

Reporting to the Customer Support Supervisor, the Customer Support Officer is responsible for the logging of service requests, maintenance tasks and for monitoring the progress of all works to ensure the Division objectives and service goals are met.

The Customer Support Officer will work closely with the Customer Support Supervisor, and will assist with the logging, prioritisation and monitoring of performance KPIs of all works undertaken by the building operations and maintenance teams and external contractors engaged for the provision of preventative, statutory, corrective and reactive maintenance as well as facilities management services.

The Customer Support Officer will develop and maintain professional and effective working relationships, be responsive and work closely with other Supervisors and team members across the Division to ensure a high level of customer service, reporting, training and service delivery.

The Customer Support Officer will be required to engage and work with stakeholders across campus, other University staff (both internal and external to the Division) and external clients and contractors in order to establish and maintain effective relationships and support the provision of services.

### Position Dimension & Relationships:

#### Role Statement:

Under broad direction, the Customer Support Officer will:

- Act as a first point of contact for all building and facilities related calls, ensuring responsive and professional service.

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- Coordinate and assign reactive works to maintenance teams and sub-contractors ensuring relevant documentation and information is processed promptly and correctly.
- Monitor and coordinate the day-to-day facilities management issues and take appropriate action. Maintain files related to facilities management activities of the division.
- Escalate potential unavailability of trade staff to complete work orders to the Customer Support Supervisor
- Manage maintain our in-house planning system appropriately ensuring that sufficient information is captured for analysis.
- Provide administrative and process support including assisting with event set up and bookings, undertaking property inspections, assist with the preparation of reports.
- Assist in the provision of training and ongoing support to users of the University's maintenance management systems.
- Carrying out minor maintenance tasks across all ANU facilities as directed and consistent with the classification level.
- Comply with all ANU policies and procedures, and in particularly those relating to work health and safety and equal opportunity.
- Other duties as required, consistent with the classification of this position in line with the principle of multi-skilling.

### **SELECTION CRITERIA:**

1. Demonstrated experience in administration with a commitment to all aspects of customer satisfaction or an equivalent combination of education, experience and/or training.
2. Excellent verbal and non-verbal communication and customer service skills, with the ability to effectively liaise with internal and external stakeholders across various levels/disciplines of the organisation.
3. Excellent interpersonal and communication skills, both written and oral, including demonstrated ability to consult effectively with a diverse range of stakeholders.
4. Demonstrated ability to effectively manage multiple tasks within a client service delivery environment with a proven ability to plan and prioritise workflow, both individually and in a team environment.
5. Demonstrated attention to detail with particular focus on accuracy with data entry, proof-reading, and the effective transfer of information.
6. Ability to work co-operatively in a team and exchange information to contribute to the co-ordination of work between staff and/or areas.
7. Proven organisational and time management skills with the ability to problem solve and meet/ manage competing deadlines in a complex and challenging work environment.
8. A sound understanding of equal opportunity principles and a commitment to their application in a university context.

<b>Supervisor/Delegate Signature:</b>	<b>Date:</b>
Printed Name:	<b>Uni ID:</b>

### **References:**

[General Staff Classification Descriptors](#)

[Academic Minimum Standards](#)



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## Position Description

<b>College/Division:</b>	Facilities and Services
<b>Faculty/School/Centre:</b>	
<b>Department/Unit:</b>	Building Operations
<b>Position Title:</b>	Facilities Officer
<b>Classification:</b>	ANU Officer Grade 2/3 (Administration)
<b>Position No:</b>	TBC
<b>Responsible to:</b>	Building Operations Supervisor
<b>Number of positions that report to this role:</b>	Nil
<b>Delegation(s) Assigned:</b>	Nil

### PURPOSE STATEMENT:

The Facilities and Services Division (F&S) 'enables academic excellence at the ANU through integrated and innovative facilities and project delivery'. The three key portfolios within the Division are Infrastructure & Planning, Operations, and Corporate.

The Division's Operations Portfolio has diverse responsibilities, including facility issue maintenance/management, enhancements, cleaning, Grounds and safety initiatives in all campus environments across the ANU. The Building Operations team delivers and manages all maintenance services and advice to the University, including the Acton campus and remote sites.

The Facilities Officer is responsible to ensure a safe, clean and productive environment is provided to support educational and research programs on a continual basis. In achieving this the Facilities Officer will work as part of a large team focusing on the quality of service delivery.

### KEY ACCOUNTABILITY AREAS:

Reporting to the Building Operations Supervisor, the Facilities Officer is responsible for assisting with general assistance desk queries, relating to facilities assist in the investigation, management and resolution of ancillary maintenance issues or other property related matters, logging faults and source documents as required.

The Facilities Officer will be responsible to maintain accurate and up to date Facilities databases and asset registers in accordance with relevant guidelines and business rules – hard, soft and master records as well as the supervision of contractors carrying out preventative, corrective and reactive works and the regular reviews of outcome relating to facilities services across the University.

The Facilities Officer will assist with tracking maintenance requests, match work orders to invoices and send invoices for payment, undertake property and cleaning inspections and distribute and prepare reports.

The Facilities Officer will develop and maintain professional and effective working relationships with key stakeholders, be responsive and work closely with other Supervisors and team members across the Division to ensure a high level of customer service and service delivery.

### Position Dimension & Relationships:

#### Role Statement:

Under broad direction, the Facilities Officer will:

- Provide a high level of customer service ensuring we meet the customers' expectations.
- Maintain electronic data records on Commercial Services storage system, including the creation of folder structures.
- Build strong, collaborative relationships with staff at all levels as well as customers.

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- Verify and cross-check information across multiple system applications.
- Assist with all aspects of facilities management i.e. site walks, installation of signage, preventative and reactive maintenance, Cleaning, Safety checks and reporting.
- Ensuring the accuracy of data inputted and that deadlines are met within timeframes.
- Comply with all ANU policies and procedures, and in particular those relating to work health and safety and equal opportunity.
- Other duties as required, consistent with the classification of this position in line with the principle of multi-skilling.

### SELECTION CRITERIA:

1. Demonstrated relevant experience, preferably in a role providing administrative support in a facilities management environment. Proven ability to export and input data, ensuring the process is completed with a high degree of accuracy. Qualifications and/ or relevant training will be highly regarded.
2. A fundamental understanding of facilities administration, debtor review and use of property management software.
3. Demonstrated customer service and communication skills with an ability to liaise effectively with stakeholders in a culturally diverse environment.
4. Ability to prioritise own workload and to work as part of an administrative team, delivering on tasks as directed and escalating issues when needed.
5. Demonstrated computer skills and experience using the MS Office suite, with an ability to quickly master a new computer application or information management system.
6. A demonstrated general knowledge and understanding of equal opportunity principles as they relate to employment.
7. A sound understanding of equal opportunity principles and a commitment to their application in a university context.

<b>Supervisor/Delegate Signature:</b>		<b>Date:</b>	
Printed Name:		<b>Uni ID:</b>	

### References:

[General Staff Classification Descriptors](#)  
[Academic Minimum Standards](#)





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## Position Description

<b>College/Division:</b>	Facilities and Services
<b>Faculty/School/Centre:</b>	
<b>Department/Unit:</b>	Building Operations
<b>Position Title:</b>	Customer Support Officer
<b>Classification:</b>	ANU Officer Grade 2/3 (Administration)
<b>Position No:</b>	TBC
<b>Responsible to:</b>	Customer Support Supervisor
<b>Number of positions that report to this role:</b>	Nil
<b>Delegation(s) Assigned:</b>	Nil

### PURPOSE STATEMENT:

The Facilities and Services Division (F&S) 'enables academic excellence at the ANU through integrated and innovative facilities and project delivery'. The three key portfolios within the Division are Infrastructure & Planning, Operations, and Corporate.

The Division's Operations Portfolio has diverse responsibilities, including facility issue maintenance/management, enhancements, cleaning, Grounds and safety initiatives in all campus environments across the ANU. The Building Operations team delivers and manages all maintenance services and advice to the University, including the Acton campus and remote sites.

The Customer Support Officer is responsible for the coordination and tracking of all facilities maintenance services and advice to the University, encompassing the Acton campus and satellite sites.

### KEY ACCOUNTABILITY AREAS:

Reporting to the Customer Support Supervisor, the Customer Support Officer is responsible for assisting with general assistance desk queries, relating to facilities assist in the investigation, management and resolution of ancillary maintenance issues or other property related matters, logging faults and source documents as required.

The Customer Support Officer will be responsible to maintain accurate and up to date Facilities databases and asset registers in accordance with relevant guidelines and business rules – hard, soft and master records as well as the supervision of contractors carrying out preventative, corrective and reactive works and the regular reviews of outcome relating to facilities services across the University.

The Customer Support Officer will assist with tracking maintenance requests, match work orders to invoices and send invoices for payment, undertake property and cleaning inspections and distribute and prepare reports.

The Customer Support Officer will develop and maintain professional and effective working relationships with key stakeholders, be responsive and work closely with other Supervisors and team members across the Division to ensure a high level of customer service and service delivery.

### Position Dimension & Relationships:

#### Role Statement:

Under broad direction, the Customer Support Officer will:

- Provide a high level of customer service ensuring we meet the customers' expectations.
- Maintain electronic data records on Commercial Services storage system, including the creation of folder structures.
- Build strong, collaborative relationships with staff at all levels as well as customers.

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- Verify and cross-check information across multiple system applications.
- Assist with all aspects of facilities management i.e. Answer calls and respond to emails, undertake site walks, preventative and reactive maintenance, Cleaning, Safety checks and reporting.
- Ensuring the accuracy of data inputted and that deadlines are met within timeframes.
- Comply with all ANU policies and procedures, and in particular those relating to work health and safety and equal opportunity.
- Assist in erecting safety barriers and signage and other items as required
- Other duties as required, consistent with the classification of this position in line with the principle of multi-skilling.

### SELECTION CRITERIA:

1. Demonstrated relevant experience, preferably in a role providing administrative support in a facilities management environment. Proven ability to export and input data, ensuring the process is completed with a high degree of accuracy. Qualifications and/ or relevant training will be highly regarded.
2. A fundamental understanding of facilities administration, debtor review and use of property management software.
3. Demonstrated customer service and communication skills with an ability to liaise effectively with stakeholders in a culturally diverse environment.
4. Ability to prioritise own workload and to work as part of an administrative team, delivering on tasks as directed and escalating issues when needed.
5. Demonstrated computer skills and experience using the MS Office suite, with an ability to quickly master a new computer application or information management system.
6. A demonstrated general knowledge and understanding of equal opportunity principles as they relate to employment.
7. A sound understanding of equal opportunity principles and a commitment to their application in a university context.

<b>Supervisor/Delegate Signature:</b>		<b>Date:</b>	
Printed Name:		<b>Uni ID:</b>	

### References:

[General Staff Classification Descriptors](#)

[Academic Minimum Standards](#)

 <b>Australian National University</b>		<b>Position Description</b>
<b>College/Division:</b>	Facilities and Services Division	
<b>Faculty/School/Centre:</b>	Infrastructure and Planning	
<b>Department/Unit:</b>	Building Infrastructure team	
<b>Position Title:</b>	Senior Manager, Engineering and Sustainability	
<b>Classification:</b>	Senior Manager 2 (Technical)	
<b>Position No:</b>	TBC	
<b>Responsible to:</b>	Associate Director – Infrastructure and Planning	
<b>Number of positions that report to this role:</b>	6-8	
<b>Delegation(s) Assigned:</b>	TBC	
<b>PURPOSE STATEMENT:</b>		
<p>The Facilities and Services Division (F&amp;S) 'enables academic excellence at the ANU through integrated and innovative facilities and project delivery'. The three key portfolios within the Division are Infrastructure &amp; Planning, Operations, and Corporate.</p> <p>The Building Infrastructure team is responsible for the technical input and project management of a range of capital works across the University, including major and minor works, asset replacement program in accordance with the University's Strategic Asset Management framework and Policies, manages priorities and balances resources (internal and external) to schedule and coordinate programmed asset replacement and minor capital works; and provides specialist advice and technical expertise in the fields of sustainability, mechanical, electrical, and building engineering, fire and building management systems to ensure alignment with Acton Campus Master Plan and the Below Zero Initiative.</p>		
<b>KEY ACCOUNTABILITY AREAS:</b>		
<b>Position Dimension &amp; Relationships:</b>		
<p>The Senior Engineering and Sustainability Manager will report to the Associate Director – Infrastructure and Planning and is a key member of the leadership group within the Infrastructure and Planning Portfolio.</p> <p>The Senior Engineering and Sustainability Manager is responsible for leading a team of professional engineers and technical managers to provide Engineering expertise in the areas of Sustainability, Mechanical Engineering, Electrical Engineering, Hydraulics, Fire and Building Controls Engineering.</p> <p>The Manager has a key responsibility within the portfolio to provide expert review, composition and research around sustainability proposals and policies, implementation of sustainability programs and projects, including feasibility, effectiveness and cost and be responsible to develop sustainability goals, objectives, initiatives and strategies in collaboration with other professionals across the University.</p> <p>The Senior Engineering and Sustainability Manager is responsible to ensure that these services are delivered in a manner consistent with the University's Capital Plan, Acton Campus Master Plan and Below Zero Initiative and in accordance with appropriate legislative and statutory frameworks.</p> <p>The Senior Engineering and Sustainability Manager will work with Schools, Colleges, Service Divisions and other significant internal and external stakeholders to ensure all engineering and technical services meets requirements and specifications, meets the University's 2025 strategic goals, net below zero initiatives and implements an exemplary level of customer service in the delivery of the role.</p>		
<b>Role Statement:</b>		
<p>Under the broad direction of the Associate Director, the Senior Engineering and Sustainability Manager will:</p> <ol style="list-style-type: none"> <li>1. Lead, manage and coordinate the technical engineering input related to engineering disciplines including sustainability, mechanical, electrical, hydraulics and building controls to ensure the successful delivery of minor, major, asset replacement and maintenance works across the University.</li> </ol>		

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2. Provide high level effective leadership, management and guidance to staff within team to foster a high professional standard of client service delivery, ensure staff performance is effectively managed, skills are developed, relevant training is completed, and deadlines/objectives are met.
3. Using a risk-based approach to sustainability engineering and technical services, provide expert and specialist management advice to the Division's Senior Management team and, as required, to relevant College and Service Division personnel and other key University stakeholders.
4. Work in conjunction with Associate Director – Infrastructure and Planning and other staff, as appropriate, to deliver and manage the University's Sustainability and Engineering direction and requirements.
5. Direct, lead and implement the University's Energy Management Plan.
6. Provide strategic low-energy design advice and liaise with key stakeholders across the University to develop their sustainability strategies.
7. Preparing low and zero carbon technology feasibility studies and energy statements for University Executive and Committee approval as part of the early planning and concept phases of a project.
8. Serve as the Engineering leader and technical expert for the building infrastructure technical team, answering questions and resolving issues brought forth by the engineering team, propose and oversee budgets and timelines for engineering projects in conjunction with the Senior Project Managers.
9. Work effectively as a member of the Infrastructure and Planning Portfolio leadership team to improve, plan and deliver University sustainability, engineering and technical services.
10. Comply with all ANU policies and procedures, and in particular those relating to work health and safety and equal opportunity

### SELECTION CRITERIA:

1. Postgraduate qualifications (or equivalent) in a sustainability or environmental engineering discipline and/or relevant extensive experience or an equivalent combination of relevant experience and education/training. Postgraduate qualifications (or equivalent) in mechanical engineering would be very highly regarded.
2. Demonstrated experience and understanding of all aspects of sustainability engineering, mechanical engineering, electrical engineering, fire and energy management systems and their related data sets.
3. Demonstrated experience in managing a team of technical experts with varying engineering backgrounds to ensure successful delivery of planning, budgeting, management and monitoring of engineering functions across the University and its remote sites.
4. Knowledge and demonstrated extensive experience implementing sustainability and net below zero engineering initiatives, considering factors such as cost effectiveness, technical feasibility and acceptance.
5. Demonstrated ability to assess complex matters and provide authoritative and strategic advice to senior management to enable the successful delivery of sustainability projects.
6. Demonstrated strong understanding of sustainability indicators, such as energy use, natural resource usage, waste generations, recycling and comprehensive understanding of Green building practices to inform the early planning phases.
7. Demonstrated high level of achievement in relation to incorporating EO principles into management practices and the capacity to accept devolved responsibility for achievement of equity and diversity strategies.

<b>Supervisor/Delegate Signature:</b>		<b>Date:</b>	
Printed Name:		<b>Uni ID:</b>	

### References:

[General Staff Classification Descriptors](#)  
[Academic Minimum Standards](#)



## Position Description

<b>College/Division:</b>	Facilities and Services Division
<b>Faculty/School/Centre:</b>	Infrastructure and Planning
<b>Department/Unit:</b>	Design, Asset and Space Management
<b>Position Title:</b>	Senior Manager, Design, Asset and Space
<b>Classification:</b>	Senior Manager 2 (Technical)
<b>Position No:</b>	TBC
<b>Responsible to:</b>	Associate Director – Infrastructure and Planning
<b>Number of positions that report to this role:</b>	5
<b>Delegation(s) Assigned:</b>	TBC

### PURPOSE STATEMENT:

The Facilities and Services Division (F&S) 'enables academic excellence at the ANU through integrated and innovative facilities and project delivery'. The three key portfolios within the Division are Infrastructure & Planning, Operations, and Corporate.

The Design, Asset and Space Management Team provides and maintains asset information and planning for the University, including the Acton campus and its remote sites. The Australian National University has an Asset base of over \$2 billion and the design, asset and space team plays a critical role in the management of its asset renewal program, space planning and ensuring all future planning adheres to the overarching Acton Campus Master Plan.

### KEY ACCOUNTABILITY AREAS:

#### Position Dimension & Relationships:

The Senior Manager, Design, Asset and Space will report to the Associate Director – Infrastructure and Planning and is a key member of the leadership group within the Infrastructure and Planning Portfolio.

The Senior Manager, Design, Asset and Space is responsible for leading a team of professional staff including Asset Manager, Space Manager, supporting technical planning staff and supporting officers. The Manager has a key responsibility within the portfolio to provide expert review and research around the integrity, budgeting, planning of the University's asset base and asset replacement program and implementation of space policies and space planning methodologies across the University to ensure and maximise efficiencies across all of its campuses.

The Senior Manager, Design, Asset and Space will work with Schools, Colleges, Service Divisions and other significant internal and external stakeholders to ensure all asset replacement programs and space planning services meets requirements and specifications, meets the University's 2025 strategic goals, net below zero initiatives and implements an exemplary level of customer service in the delivery of the role.

### Role Statement:

Under the broad direction of the Associate Director, the Senior Engineering and Sustainability Manager will:

1. The Senior Manager, Design, Asset and Space will lead research, due diligence, feasibility analysis and strategy development demonstrating an ability to make informed decisions on its asset base and space usage and consolidation programs allowing for factors including financial return, time constraints, opportunity and risk.
2. Ensuring all asset management and planning is in accordance with the University's Strategic Infrastructure Plan and supporting Asset Management Framework and Plan (SAMF and SAMP). Responsible for the implementation of the Asset Management Plan.
3. Development of a University wide space management plan and policy and recommending innovative ways to maximise space within the existing asset base.

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4. Using a risk-based approach to asset and space planning, provide expert and specialist management advice to the Division's Senior Management team and, as required, to relevant College and Service Division personnel and other key University stakeholders.
5. Lead the management of asset and space planning ensuring appropriate governance that adheres to applicable policies, procedures and guidelines and the identification, monitoring of pro-active management of associated risk.
6. Develop and present credible reporting to executive with an ability to translate technical and complex information relating to its asset and space planning methodologies. Prepare scope and business cases for more ambiguous projects including cost and resource impacts, access key subject matter experts knowledge to inform planning and strategic directions.
7. Serve as the leader and technical expert for the design, asset and space team, answering questions and resolving issues brought forth by the team, propose technical input and oversee budgets and timelines for asset replacement projects in conjunction with the Senior Project Managers and Engineering team.
8. Develop a deep understanding of the University's Acton Campus Master plan, ensuring all asset planning and space management aligns with the strategic direction of future campus planning. Take account of the wider business context when considering options to resolve issues, weighing up alternatives to identify the most effective solutions
9. Comply with all ANU policies and procedures, and in particular those relating to work health and safety and equal opportunity.

### SELECTION CRITERIA:

1. Postgraduate qualifications (or equivalent) in an architectural or engineering discipline and/or relevant extensive experience or an equivalent combination of relevant experience and education/training. Experience in asset and space planning in the higher education sector will be very highly regarded.
2. Demonstrated experience and understanding of all aspects of large scale property asset and planning, proven delivery of overarching highly complex strategic asset and space planning policies and frameworks
3. Demonstrated experience in managing a team of asset and planning managers and staff with proven successful delivery of planning, budgeting, management and monitoring of asset replacement and space policies and frameworks in a complex large scale commercial environment.
4. Demonstrated ability to assess complex matters and provide authoritative and strategic advice to senior management to enable the successful delivery of asset and space planning.
5. Demonstrated high level of achievement in relation to incorporating EO principles into management practices and the capacity to accept devolved responsibility for achievement of equity and diversity strategies.

<b>Supervisor/Delegate Signature:</b>		<b>Date:</b>	
Printed Name:		<b>Uni ID:</b>	

### References:

[General Staff Classification Descriptors](#)  
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## Position Description

<b>College/Division:</b>	Facilities and Services Division
<b>Faculty/School/Centre:</b>	Infrastructure and Planning
<b>Department/Unit:</b>	Building Infrastructure
<b>Position Title:</b>	Project Coordinator
<b>Classification:</b>	ANU Officer Grade 6/7 (Specialist)
<b>Position No:</b>	TBA
<b>Responsible to:</b>	Senior Project Manager
<b>Number of positions that report to this role:</b>	0
<b>Delegation(s) Assigned:</b>	TBC

### PURPOSE STATEMENT:

The Facilities and Services Division (F&S) 'enables academic excellence at the ANU through integrated and innovative facilities and project delivery'. The three key portfolios within the Division are Infrastructure & Planning, Operations, and Corporate. The Division's responsibilities include supporting the campus infrastructure, providing services to the campus community and ensuring the safety and security of the University community.

The Infrastructure and Planning portfolio has the responsibility for planning and delivering projects for the University, including but not limited to major building projects, asset replacement works and minor refurbishments.

The Project Coordinator will play a key role in assisting the Senior Project Manager and Project Managers in the organisation, tracking and documenting of our ongoing projects along with delivery and management of low risk minor works.

### KEY ACCOUNTABILITY AREAS:

#### Position Dimension & Relationships:

Reporting to the Senior Project Manager the Project Coordinator is accountable and responsible for the coordination of ongoing major and minor works across the University and its remote sites. The Project Coordinator will be responsible for completing and monitoring Project Plans for major and minor projects, monitoring project budgets including processing of invoices, organising and participating in stakeholder and executive project update meetings, and preparation and assistance during the procurement and contract development process for minor and major works.

The Project Coordinator will be developed through the management of low risk minor projects under the direction and monitoring of the Senior Project Manager. The Project Coordinator will be proactive in communications and liaisons with relevant statutory authorities and work closely with clients, maintaining professional and effective working relationships with both internal and external stakeholders to the Facilities and Services Division.

### Role Statement:

Under the broad direction of the Senior Project Manager, the Project Coordinator will:

1. Maintain, document and monitor project plans, contracts and contract variations, project schedules, portfolio expenditure and cash flows for the entire portfolio of projects within the building infrastructure team.
2. Organise, attend and participate in Stakeholder meetings with the Associate Director, Senior Project Manager and Project Managers.

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3. Prepare project initiation, scoping, programs, risk and budget documents to support detailed project plans and procurement documentation.
4. Manage the delivery of low risk minor works across the University.
5. Ensuring all project documentation adheres to University frameworks, Quality Management System and governance requirements.
6. Comply with all ANU policies and procedures, and in particular those relating to work, health and safety, and equal opportunity
7. Undertake, as directed, other duties consistent with the classification level of the position.

### SELECTION CRITERIA:

1. Degree in a relevant field with demonstrated relevant experience in a project coordination role in a complex project environment or an equivalent combination of relevant experience and education/ training. Experience in the higher education sector would be highly regarded.
2. Excellent interpersonal and communication skills, both written and oral, including the ability to consult and liaise effectively with a diverse range of people and draft correspondence, project documentation and reports.
3. Demonstrated ability to work flexibly, independently, and within a team environment, using initiative and judgement and demonstrated initiative to ensure project activities are taken through to their successful conclusion.
4. Demonstrated ability to work across multiple projects with varying technical nature with tight deadlines. Experience in the management of minor works contractors in the delivery of minor works projects will be highly regarded.
5. Demonstrated understanding and relevant experience in assembling project plans, project budgets, project programs, project risk registers and procurement documentation.
6. Knowledge of file management, transcription, executive writing with excellent organisation, administration and planning skills and attention to detail. Highly developed skills in Microsoft Office applications including MS Word, MS Excel, Outlook and Project.
7. A demonstrated understanding of OHS and equal opportunity principles and policies, and a commitment to their application in a university context.

<b>Supervisor/Delegate Signature:</b>		<b>Date:</b>	
Printed Name:		<b>Uni ID:</b>	

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<b>College/Division:</b>	Facilities and Services Division
<b>Faculty/School/Centre:</b>	Infrastructure and Planning
<b>Department/Unit:</b>	Building Infrastructure unit
<b>Position Title:</b>	Project Administrator
<b>Classification:</b>	ANUO5 (Administration)
<b>Position No:</b>	TBC
<b>Responsible to:</b>	Senior Project Manager
<b>Number of positions that report to this role:</b>	0
<b>Delegation(s) Assigned:</b>	TBC

#### **PURPOSE STATEMENT:**

The Facilities and Services Division (F&S) 'enables academic excellence at the ANU through integrated and innovative facilities and project delivery'. The three key portfolios within the Division are Infrastructure & Planning, Operations, and Corporate. The Division's responsibilities include supporting the campus infrastructure, providing services to the campus community and ensuring the safety and security of the University community.

The Infrastructure and Planning portfolio has the responsibility for planning and delivering projects for the University, including but not limited to major building projects, hail remediation projects, asset replacement works and minor refurbishments. The Project administrator will play a key role in assisting the Senior Project Manager and Project Managers in the organisation, tracking and documenting of our hail remediation project.

#### **KEY ACCOUNTABILITY AREAS:**

##### **Position Dimension & Relationships:**

Reporting to the Senior Project Manager and the Associate Director of Infrastructure and Planning, the Project Administrator is accountable and responsible for the administrative duties associated with our Hail remediation project across the University's Acton campus.

The Project Administrator will be responsible for completing and monitoring Project Plans for the Senior Project Manager and Project Managers. They will be responsible for tracking and processing of invoices and associated budgets and corresponding cash flow documents for all projects related to hail remediation. They will organise and participate in stakeholder and executive meetings, preparation of procurement documentation and assisting the Senior Project Manager, Project Managers and Procurement team through the procurement process for any / all works associated with hail remediation project.

They will be proactive in communications and liaisons with relevant statutory authorities and work closely with clients, maintaining professional and effective working relationships with both internal and external stakeholders to the Facilities and Services Division.

##### **Role Statement:**

Under the general direction of the Senior Project Manager, the Project Administrator will:

1. Provide high quality administrative and project support to the Senior Project Manager's and Associate Director including other duties as required consistent with the classification level of the position.
2. Maintain, document and monitor project plans, project schedules, portfolio expenditure and cash flows for the Hail project team within the building infrastructure team. Track and monitor progress of

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project milestones, finances and follow up with all stakeholders as required by the Building Infrastructure Team.

3. Act as the first point of contact for project stakeholder enquiries, managing the flow of incoming and outgoing communications via phone, help-desk and in person. Provide advice, and escalate enquiries when needed.
4. Schedule and arrange meetings and events, coordinate travel, prepare and disseminate relevant documentation. This includes providing high quality committee support such as producing and disseminating agendas, taking minutes and collating and circulating supporting documentation.
5. Draft effective project communications and maintain appropriate records in accordance with agreed standards. Ensuring all project documentation adheres to University frameworks, quality management systems and governance requirements.
6. Identify and contribute to the development of administrative processes and practices to ensure a consistent level of service quality and deliverables are provided in all aspects of the program.
7. To be successful in the position the Project Administrator will need to be able to work to tight deadlines, be competent in using Microsoft Office applications such as Word and Excel.
8. Comply with all ANU policies and procedures and in particular those relating work, health and safety and equal opportunity.

### SELECTION CRITERIA:

1. Degree or Year 12 and extensive relevant work experience in administration / office management in a project office environment or similar role or an equivalent combination of experience and qualifications/ training. Experience in the higher education sector will be highly regarded.
2. Demonstrated experience providing project support and working across varied projects, development approaches and methodologies, with the ability to produce high quality documentation and to manage a varied workload.
3. Demonstrated experience providing high quality administrative support, including construction project plan documenting and updating, invoice tracking in a project environment, executive writing and diary management. Proven ability to deliver strong customer service, and work under pressure, with excellent time management skills and the ability to manage competing priorities.
4. Proven ability to apply analytical skills to troubleshoot and problem solve and experience liaising with various stakeholders to achieve objectives. Demonstrated ability to coordinate and support activities associated with a project team.
5. Demonstrated ability to work flexibly, independently, and within a team environment, using initiative and judgement.
6. Demonstrated interpersonal and written and oral communication skills, including technical writing and with the ability to cultivate and maintain strong working partnerships with a diverse range of groups.
7. A demonstrated understanding of equal opportunity principles and policies and a commitment to their application in a university context.

**Supervisor/Delegate Signature:**

**Date:**

Printed Name:

**Uni ID:**

### References:

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## Position Description

<b>College/Division:</b>	Facilities and Services Division
<b>Faculty/School/Centre:</b>	Infrastructure and Planning
<b>Department/Unit:</b>	Design, Asset and Space Management
<b>Position Title:</b>	Asset Planning Officer
<b>Classification:</b>	ANU Officer Grade 8 (Technical)
<b>Position No:</b>	TBC
<b>Responsible to:</b>	Asset Manager
<b>Number of positions that report to this role:</b>	Nil
<b>Delegation(s) Assigned:</b>	TBC

### PURPOSE STATEMENT:

The Facilities and Services Division (F&S) 'enables academic excellence at the ANU through integrated and innovative facilities and project delivery'. The three key portfolios within the Division are Infrastructure & Planning, Operations, and Corporate. The Division's responsibilities include supporting the campus infrastructure, providing services to the campus community and ensuring the safety and security of the University community.

The Design, Asset and Space Management Team provide and maintain asset information and planning for the University, including the Acton campus, Kioloa Coastal Campus, Siding Spring Observatory, Mt Stromlo Observatory and NARU.

The Asset Planning Officer works across a range of the University's integrated business systems to develop, maintain asset information and related data will play a key role in the development and ongoing coordination of the University's asset management plans, including establishment, maintenance and review of asset management practices enable delivery of outcomes and objectives that meet Divisional objectives and University requirements.

### KEY ACCOUNTABILITY AREAS:

#### Position Dimension & Relationships:

The Asset Planning Officer will work within the Design, Asset and Space Management Team and report to the Asset Manager, working across a range of the University's integrated business systems to develop and maintain asset information and related data.

The Asset Planning Officer will work closely with the other members of the Infrastructure & Planning portfolio to manage the University asset information and related systems asset data management practices in relation to maintenance services and asset replacement across the University.

The Asset Planning Officer will be required to work with stakeholders across campus, other University staff (both internal and external to the Division) and external clients and contractors. They will be required to establish, develop and maintain professional and effective working relationships to support the University's asset management program.

#### Role Statement:

Under broad direction of the Asset Manager the Asset Planning Officer will:

1. Manage, develop and implement the asset management planning process for the University including but not limited to: designing and administering procedures for the development and management of asset plans, technical scope and budget report writing for asset replacement programs,
2. Manage and review the asset data framework including but not limited to: asset data hierarchy, data attribute standards, data synchronisation across related systems. Provide data interrogation to lead the team through technical review of asset planning lifecycles.

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3. Develop, generate, analyse and prepare asset management reports on overall performance of asset management and planning. These may include, but are not limited to: failure mode analysis, under servicing or over servicing of asset components, high costs maintenance items and poor performing assets.
4. Manage, review and maintain the documentation, information and data processes as they relate to University's asset management systems to ensure compliance with our ISO90001 accreditation.
5. Support the Infrastructure & Planning portfolio leadership team in the development, implementation, maintenance and review of asset management frameworks to support the successful delivery of life cycle asset management services.
6. Monitor and review standards and industry trends relating to asset management and, as required, develop business cases to promote required changes.
7. Identify and implement process and system improvements to enable continued improvement of business outcomes in relation to asset management and support continuous improvement to the delivery of maintenance services across the University.
8. Provide training and ongoing support to users of the University's asset management systems.
9. Comply with all ANU policies and procedures, and in particular those relating to work health and safety and equal opportunity.
10. Perform other duties as directed, consistent with the classification level of the position and in line with the principle of multi-skilling.

### **SELECTION CRITERIA:**

1. Postgraduate qualifications (or equivalent) in an engineering discipline with relevant experience or equivalent combination of relevant experience and education/training. Experience in programmed asset management within a large scale facilities management environment within the higher education sector or similarly complex environment would be highly regarded. Minimum of 5 years experience in asset planning programs with annual expenditure of over \$20m per year.
2. Demonstrated knowledge, experience and understanding of contemporary large scale asset management practices related to facilities management, including providing detailed technical input on how to harness the capability of asset management systems to deliver improved business outcomes.
3. Proven ability to progress asset management beyond general data to inform appropriate budgetary, scope and technical requirements to support large scale asset replacement lifecycles. To be successful in the role they will need to have a strong technical and pre construction asset management background to interrogate asset data and inform detailed capital forecasting from an asset replacement standpoint.
4. An understanding or demonstrated strong capacity to develop an understanding of the TEFMA guidelines, PAS55 and ISO 55000. High level understanding of risk reporting and innovative technical responses to mitigate risk for large scale asset base.
5. Proven ability and experience in supporting users and managing data and related business processes as they relate to asset management along with the ability to review procedures to support and contribute to continuous improvement of asset management practices.
6. Excellent written and verbal communication skills including the ability to prepare strong business cases, detailed report writing and communicate with confidence, ability to build and maintain effective relationships with clients, contractors and other staff.
7. Demonstrated high level of understanding of equal employment opportunity principles and a commitment to the application of EEO policies in a University context and demonstrated awareness of work health and safety issues, policies and procedures.

**Supervisor/Delegate Signature:**

**Date:**

**Printed Name:**

**Uni ID:**



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## Position Description

<b>College/Division:</b>	Facilities and Services Division
<b>Faculty/School/Centre:</b>	Infrastructure and Planning
<b>Department/Unit:</b>	Design, Asset and Space Management
<b>Position Title:</b>	Asset and Space Officer
<b>Classification:</b>	ANU Officer Grade 5 (Administration)
<b>Position No:</b>	TBA
<b>Responsible to:</b>	Space Manager
<b>Number of positions that report to this role:</b>	0
<b>Delegation(s) Assigned:</b>	

### PURPOSE STATEMENT:

The Facilities and Services Division (F&S) 'enables academic excellence at the ANU through integrated and innovative facilities and project delivery'. The three key portfolios within the Division are Infrastructure & Planning, Operations, and Corporate.

The Space Management team sits within the Projects portfolio and acts as the University's custodian of technical building data and information. Core functions include the management of the ANU space management system (ARCHIBUS) extending to the management of technical drawings, plans, data and information. Other core functions are space allocation, space auditing, space benchmarking and reporting, management of geographical information system (GIS) databases as well as development and update of maps pertaining to the University's campuses and sites.

### KEY ACCOUNTABILITY AREAS:

#### Position Dimension & Relationships:

Under general direction of the Asset and Space Manager, the Asset and Space Officer will work across a range of the University's integrated business systems (Maximo, Archibus, SMP Assets, AutoDesk) to maintain asset and space information and related data. The Asset and Space Officer will work closely with other members of the Design Asset and Space Management team to support asset and space data management practices. The Asset and Space Officer will be required to work with stakeholders across campus, other University Staff and external clients and contractors.

They will be required to establish, develop and maintain professional and effective working relationships to support the University asset and space management programs.

#### Role Statement:

Under general direction of the Space Manager the Asset and Space Officer will:

1. Support the Design Asset and Space Management team in the effective maintenance and management of asset and space data within the University's asset and space management systems.
2. Undertake space management functions including but not limited to: administering processes and procedures for the collection, verification and maintenance of space data and data synchronisation across related systems.
3. Undertake asset data management functions including but not limited to: administering processes and procedures for the collection, verification and maintenance of asset data and data synchronisation across related systems.
4. Develop CAD drawings to ANU specifications, update drawings as required, assist with maintenance of ANU Drawing and Building information database.

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5. Assist in the provision of training and ongoing support to users of the University's space and asset management systems, including acting as a point of contact for relevant systems and respond to queries raised by all stakeholders.
6. Assist in preparing data reports including responses to internal requests, Government space reporting, Tertiary Education Facilities Management Association (TEFMA), and Group of Eight (Go8) benchmarking surveys.
7. Comply with all ANU policies and procedures, and in particular those relating to work health and safety and equal opportunity
8. Perform other duties as directed consistent with the classification level of the position and in line with the principle of multi-skilling.

### SELECTION CRITERIA:

1. Associate Diploma (or equivalent) in a relevant discipline or equivalent combination of relevant experience and education/training. Experience in asset or space management within a facilities management environment, the higher education sector or similarly complex environment would be highly regarded.
2. Extensive experience in computer operated design systems with the Autodesk suite of products, especially AutoCAD and the ARCHIBUS Space Planning and Management Module. Experience in MS Office and Adobe suite of programs highly desirable.
3. Demonstrated understanding, or demonstrated ability to develop an understanding of asset management practices and requirements related to facilities management.
4. Proven ability in supporting or providing training to users with data management and related business processes as they relate to asset and space management systems.
5. Demonstrated ability to build and maintain effective relationships with clients, develop and initiate strategies and work collaboratively with key stakeholders to deliver outcomes.
6. Demonstrated ability to work effectively in a team environment and independently as required, to organise and prioritise workload and meet regular and conflicting deadlines.
7. Understanding and demonstrated awareness of work health and safety issues, policies and procedures. High level of understanding of equal opportunity principles and policies and a commitment to their application in a University context

<b>Supervisor/Delegate Signature:</b>		<b>Date:</b>	
Printed Name:		<b>Uni ID:</b>	

### References:

[General Staff Classification Descriptors](#)

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<b>College/Division:</b>	Facilities & Services Division
<b>Faculty/School/Centre:</b>	
<b>Department/Unit:</b>	Corporate
<b>Position Title:</b>	Kambri Manager
<b>Classification:</b>	Senior Manager 1
<b>Position No:</b>	TBC
<b>Responsible to:</b>	Associate Director – Corporate
<b>Number of positions that report to this role:</b>	0
<b>Delegation(s) Assigned:</b>	TBC

## PURPOSE STATEMENT

The charter of the Division of Facilities and Services (F&S) is to 'enable academic excellence at the ANU through integrated and innovative facilities and project delivery'. The three key portfolios within the Division are Infrastructure & Planning, Operations, and Corporate.

The Kambri Manager provides efficient and effective support and coordination of the day-to-day operations of the Kambri Precinct through liaising with students, staff, external bodies and contract providers by providing high level advice and assistance on a wide range of technical, contractual and general administrative matters.

## KEY ACCOUNTABILITY AREAS

### Position Dimension & Relationships:

The Kambri Manager reports to the Associate Director – Corporate and works in close collaboration with the Director, Facilities and Services Division and other members of the Divisional senior management team to provide strategic planning, advice and support as well as building professional relationships across the Kambri Precinct. The Manager plays a significant role in managing commercial contracts from both a technical and financial perspective and liaises with all relevant stakeholders to ensure the Precinct achieves its vision as the 'living heart of the campus'.

### Role Statement:

Under broad direction of the Associate Director, the Kambri Manager will:

1. Be responsible for all things 'Kambri', ranging from contractual obligations with contracted parties, safety and security and overall presentation of the public realm;
2. Have the customer experience front of mind, having a comprehensive understanding of what users want the precinct to deliver by direct consultation with students, staff, precinct managers and external parties. Work with stakeholders to ensure the precinct is activated 7 days a week identifying innovative opportunities to broaden the scope of precinct activations;
3. Manage the current commercial contracts that directly relate to the operational arrangements of the Kambri precinct by driving cost efficiencies and value through strong negotiation skills, ensuring a high level of contract compliance for the University and contracted party;
4. Have oversight of the management and coordination of a wide range of maintenance trade staff and external contractors;
5. Be responsible for the financial operations of the Precinct, undertaking annual capital, revenue and expense budget reviews, ensuring all operations are conducted in line with relevant ANU financial policies and guidelines. Prepare monthly transaction briefings and reports as required;

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6. Chair governance meetings (technical and commercial) liaising with all stakeholders to ensure compliance with relevant legislation, delivery of key performance indicators and the outcomes meet University expectations in both reputational risk and value for money;
7. Support the Commercial Services team in supporting the precinct tenancies to build stronger retailer relationships and improve retailer advocacy;
8. Support the Functions on Campus team and Precinct Manager to ensure all approved events achieve the anticipated outcomes;
9. Oversee a range of other administrative activities such as: liaison with building custodians, approving content for the Kambri website, facilitating bi-annual audits and reporting/monitoring WHS incidents and/or maintenance requests;
10. Contribute to the ongoing accreditation of the Division's Quality Management System by the development and implementation of departmental procedures and protocols, coordinating various consultation processes and provide high-level project support in the implementation of various strategic initiatives, including the improvement of administrative processes;
11. Comply with all ANU policies and procedures, in particular those relating to work health and safety and equal opportunity;
12. Perform other duties as requested, consistent with the classification level of the position and in line with the principle of multi-skilling.

### SELECTION CRITERIA:

1. Degree in a relevant field with demonstrated relevant experience in a technical or administrative role in a complex environment or an equivalent combination of relevant experience and education/training.
2. Demonstrated experience working within a complex 'precinct style' environment that encompasses commercial tenancies, holds a large volume of functions and events with a variety of customers (students, staff, visitors and contractors).
3. Proven ability to effectively manage budgets and operating performance; reconcile financial statements to achieve optimum financial and commercial outcomes and objectives for the University
4. Demonstrated ability to resolve complex and technical issues, liaising with relevant stakeholders to achieve quick, cost effective resolution.
5. Demonstrated experience working within contract and procurement policy and procedures.
6. Proven ability to develop and foster internal and external strategic stakeholder relationships, including commercial partner relationships and resolving complaints/issues in a timely manner.
7. Demonstrated high level customer service and communication skills with experience producing business correspondence, analysing data, preparing reports and meeting papers and an ability to liaise effectively with stakeholders in a culturally diverse environment. .
8. Demonstrated analytical and problem-solving skills, with a proven ability to collect and analyse data and to make recommendations on alternative solutions to senior management.
9. Highly developed computer skills, including proficiency using the MS Office suite.
10. A demonstrated understanding of equal opportunity principles and policies and a commitment to their application in a University context.

**Supervisor/Delegate Signature:**

**Date:**

Printed Name:


**Uni ID:**

### References:

[General Staff Classification Descriptors](#)

[Academic Minimum Standards](#)



 <b>Australian National University</b>		<b>Position Description</b>
<b>College/Division:</b>	Facilities and Services Division	
<b>Faculty/School/Centre:</b>	Corporate	
<b>Position Title:</b>	Divisional Support Officer	
<b>Classification:</b>	ANU Officer Grade 6/7 (Administration)	
<b>Position No.:</b>	TBC	
<b>Responsible to:</b>	Associate Director Corporate	
<b>Number of positions that report to this role:</b>	0	
<b>Delegation(s) Assigned:</b>	Nil	
<b>PURPOSE STATEMENT</b>		
<p>The charter of the Division of Facilities and Services (F&amp;S) is to 'enable academic excellence at the ANU through integrated and innovative facilities and project delivery'. The three key portfolios within the Division are Infrastructure &amp; Planning, Operations, and Corporate.</p> <p>The Corporate Portfolio has responsibility for Commercial Services; Governance and Compliance; Teaching Services Support; Venues and Functions; Kambri Precinct Management and Divisional Support.</p>		
<b>KEY ACCOUNTABILITY AREAS</b>		
<b>Position Dimension &amp; Relationships:</b>		
<p>The Divisional Support Officer takes ownership of the Division's reporting, including drafting extensive quarterly reports to Colleges and Service Divisions on their existing buildings, analysing data for inclusion into reports such as energy and space usage, cleaning and security information. The work undertaken will inform recommendations to management on new initiatives or remediation works required.</p>		
<b>Role Statement:</b>		
Under broad direction, the Divisional Support Officer will:		
<ol style="list-style-type: none"> <li>1. Proactively liaise and collaborate with internal and external stakeholders, to better understand stakeholder expectations and reporting needs and thus maximise the effectiveness of the Division's communications activity.</li> <li>2. Coordinate operational aspects and provide high level advice and services on a wide range of sometimes complex communications matters, ensuring compliance with the University's branding, publishing requirements and associated policies, procedures, guidelines and legal requirements.</li> <li>3. Coordinate the implementation of communication strategies including digital and other publications, event and social media management, outreach initiatives and website content development.</li> <li>4. Support the Divisional management group with preparing executive reports. Prepare reports on key reporting issues, and undertake research, statistical and trend analysis to identify opportunities for improvement.</li> <li>5. Coordinate the timely preparation and distribution of periodic and ad hoc reports, performing quality assurance and data analysis. Ensure the information produced is accurate, presenting data with insightful recommendations and/or solutions when needed, to inform strategic decisions.</li> <li>6. Contribute to new communication initiatives and provide input to develop and improve the Division's communications practices and processes, with a commitment to continuous improvement and best practice in stakeholder engagement and web-based experience.</li> </ol>		
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7. Maintain the Division's website, liaising with stakeholders to collect information and update relevant sections, taking a proactive role in ensuring the website information and structure contribute to the achievement of the Division's strategic goals.
8. Proactively liaise with communications staff across the University, exchange ideas and information, fostering collaboration to maximise the effectiveness of the communications activity undertaken.
9. Comply with all ANU policies and procedures, in particular those relating to work health and safety and equal opportunity.
10. Perform other duties as requested, consistent with the classification level of the position and in line with the principle of multi-skilling.

## SELECTION CRITERIA

1. Degree in a relevant field with demonstrated experience in reporting and communications in a complex organisation or an equivalent combination of relevant experience and qualifications/ training. Experience in the higher education sector will be highly regarded.
2. Demonstrated high level customer service and communication skills, with experience producing publications, giving presentations and an ability to liaise effectively with stakeholders in a culturally diverse environment.
3. Demonstrated analytical and problem-solving skills, with a proven ability to use initiative, investigate issues, collect and analyse data and to make recommendations on solutions.
4. Proven organisational skills and ability to prioritise own workload and to work effectively both independently and as part of a team, meeting demanding deadlines and delivering high quality outcomes.
5. Highly developed computer skills, including proficiency using the MS Office suite and experience with online data management platforms and website maintenance.
6. A demonstrated understanding of equal opportunity principles and policies and a commitment to their application in a University context.

*ANU Officer Levels 6 and 7 are broad banded in this stream. It is expected that at the higher levels within the broadband occupants, through experience, will have developed skills and expertise enabling them to more independently perform the full range of duties at a higher level, and that more time will be spent on the more complex functions of the position.*

<b>Supervisor/Delegate Signature:</b>		<b>Date:</b>	
Printed Name:		<b>Uni ID:</b>	

### References:

- [General Staff Classification Descriptors](#)
- [Academic Minimum Standards](#)



Australian  
National  
University

## Position Description

<b>College/Division:</b>	Facilities and Services Division
<b>Faculty/School/Centre:</b>	
<b>Department/Unit:</b>	Corporate
<b>Position Title:</b>	Administrative Officer
<b>Classification:</b>	ANU Officer Grade 2/3 (Administration)
<b>Position No:</b>	TBC
<b>Responsible to:</b>	Commercial Services Manager – Commercial Services
<b>Number of positions that report to this role:</b>	0
<b>Delegation(s) Assigned:</b>	Nil

### PURPOSE STATEMENT

The charter of the Division of Facilities and Services (F&S) is to 'enable academic excellence at the ANU through integrated and innovative facilities and project delivery'. The three key portfolios within the Division are Infrastructure & Planning, Operations, and Corporate.

Located within the Corporate portfolio, Commercial Services provides a variety of commercial services to the ANU and wider community – managing in excess of a 100 commercial leases on and off Campus. The Commercial Services team is the first contact for all leasing enquiries.

The Administrative Officer provides general administrative support to the Commercial Services team, contributing to the efficient delivery of administrative services.

### KEY ACCOUNTABILITY AREAS

#### Position Dimension & Relationships:

The Administrative Officer plays a key role in providing general administrative assistance to the team with day-to-day administrative responsibilities in a commercial leasing context. Duties include data export and entry, quality checking of data, performing mail delivery services as required, debtor review, and processing of electronic and physical files in support of high-level administrative operations.

#### Role Statement:

Under routine supervision, the Administrative Officer will:

1. Assist in the timely support of administrative duties including data export and entry, mail delivery to campus tenants as required, filing and collating with a high degree of accuracy, ensuring compliance with relevant policies and procedures.
2. Provide a high level of customer service ensuring we meet the customers' expectations.
3. Maintain electronic data records on Commercial Services storage system, including the creation of folder structures.
4. Providing support in the review and follow up of debtors.
5. Comply with all ANU policies and procedures, and in particular those relating to work health and safety and equal opportunity
6. Perform other duties as directed, consistent with the classification level of the position and in line with the principle of multi-skilling.

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## SELECTION CRITERIA

1. Demonstrated relevant experience, preferably in a role providing administrative support in a commercial leasing environment. Proven ability to export and input data, ensuring the process is completed with a high degree of accuracy. Qualifications and/ or relevant training will be highly regarded.
2. A fundamental understanding of lease administration, debtor review and use of property management software.
3. Demonstrated customer service and communication skills with an ability to liaise effectively with stakeholders in a culturally diverse environment.
4. Ability to prioritise own workload and to work as part of an administrative team, delivering on tasks as directed and escalating issues when needed.
5. Demonstrated computer skills and experience using the MS Office suite, with an ability to quickly master a new computer application or information management system.
6. A demonstrated general knowledge and understanding of equal opportunity principles as they relate to employment.

*ANU Officer Levels 2 and 3 are broadbanded in this stream. It is expected that at the higher levels within the broadband occupants, through experience, will have developed skills and expertise enabling them to more independently perform the full range of duties at a higher level, and that more time will be spent on the more complex functions of the position.*

<b>Supervisor/Delegate Signature:</b>		<b>Date:</b>	
Printed Name:		<b>Uni ID:</b>	

### References:

[General Staff Classification Descriptors](#)

[Academic Minimum Standards](#)