

Role Description

Facilities Officer

Role Description Fields	Details
Cluster	Education
Department/Agency	TAFE NSW
Division/Branch/Unit	Shared Services Group
Position Description no	10021-01
Classification/Grade/Band	TAFE Worker Level 4
Senior executive work level standards	Not Applicable
ANZSCO Code	312911
PCAT Code	1222273
Date of Approval	August 2021
Agency Website	www.tafensw.edu.au

Agency overview

TAFE NSW's purpose is to skill the workforce of the future. It is Australia's leading provider of vocational education and training with over 500,000 annual enrolments and a proud history for setting the benchmark for quality service. As the NSW public provider, it supports the NSW Government's priority to grow skills for the economy and jobs of tomorrow. Critically, TAFE NSW plays a vital role in providing vocational education in rural and regional NSW, and job training pathways for the most vulnerable in the community.

TAFE NSW offers the best of campus-based delivery as well as flexible, online and work-based learning. The TAFE NSW values of Customer First, Collaboration, Integrity and Excellence guide our team in strengthening communities, delivering world-class training for our students and producing job ready graduates for employers. The operating environment for TAFE NSW is dynamic as we leverage our scale, expertise, passion and reputation to meet the rapidly changing VET landscape.

TAFE NSW is committed to its students and customers and the role it plays in changing lives and opening up opportunities through learning.

Primary purpose of the role

This position is responsible for providing comprehensive facilities and asset management services to a cluster of TAFE NSW sites. The role liaises with contracted service providers and directly performs a range of activities including minor maintenance and repairs, security access, emergency response, stock control, distribution and systems administration, to ensure high standards of amenity, customer service, safety and compliance are achieved and maintained.

Key accountabilities

1. Perform a range of planned, routine, adhoc and urgent non-trades licenced maintenance and repairs activities as assigned through the facilities work management system, to keep facilities in good and safe order.
2. Perform, as assigned, planned maintenance and testing activities including test and tag of electrical products, servicing and cleaning to contribute to ongoing implementation of the facilities asset maintenance plan.
3. Undertake stock control activities including maintenance of stores supplies such as stationery and printer paper and distribute supplies as required.
4. Perform site operation related tasks (including the locking and unlocking of facilities) and be the point of contact for maintenance and security providers.
5. Participate in local site emergency and safety management activities as required and contribute as part of broader TAFE NSW services delivery teams supporting campus related events and customer experience activities, including assisting setting up and dismantling of infrastructure and removal of materials and waste.
6. Provide support to trades, service providers and contractors to carry out work as required including coordinating entry and local site inductions, confirming job scope and monitoring work is performed to meet job specifications and standards required.
7. Perform a range of administration and transactional tasks to support operational activities including the effective use of computerised systems such as the asset management and facilities work management system, databases, and corporate systems for purchasing and receipt of goods.
8. Assist with general and routine local site logistics activities as required such as moving fleet vehicles, arranging for vehicle services, stocktakes, quotes and repairs and assisting with furniture and equipment relocations and disposals.
9. Perform work or use equipment reliant on holding formal licences or certification to support facilities, asset maintenance and logistics activities such as unloading and distribution of goods, moving vehicles and testing equipment, undertaking essential training and obtaining relevant licences as required.
10. Reflect TAFE NSW's values in the way you work and abide by policies and procedures to ensure a safe, healthy and inclusive work environment.
11. Place the customer at the centre of all decision making.
12. Work with the Line Manager to develop meaningful performance development and review plans.

Key challenges

- Applying facilities management knowledge and skills flexibly to ensure allocated work is completed to high standards through contracted services or performance as an in-house team member.
- Effectively prioritising the day's work to complete a range of diverse activities as assigned including performance of minor maintenance, supporting and monitoring contracted service providers, and responding to unplanned and urgent matters.
- Effectively completing work administration processes including use of new computerised work management systems to ensure efficient work practices support improved performance.

Key relationships

Internal

Who	Why
Line Manager	<ul style="list-style-type: none">• Receive leadership, advice and support.• Alert to issues, seek guidance on new or more complex matters.• Provide reports and updates on activities as required.• Support with implementation of change, new work management methods and technology at the local level.
Broader regional facilities team	<ul style="list-style-type: none">• Work collaboratively with local site team members to perform facilities activities.• Share information and collaborate on local issues resolutions.
Broader Facilities and TAFE Infrastructure NSW team members	<ul style="list-style-type: none">• Assist with matters requiring local site information and access.• Seek guidance on specialist facilities procedures and works requirements as needed.
Regional TAFE NSW managers and staff and services delivery teams	<ul style="list-style-type: none">• Provide direct customer service and communications on facilities matters.• Respond to queries and keep managers and staff informed and updated on progress of requests and impacts on facilities.• Seek and act on feedback to improve customer service.• Participate in local site emergency and safety management activities.• Support campus related events and customer experience activities.

External

Who	Why
Contracted services providers, trades people - contractors on site	<ul style="list-style-type: none">• Provide support to trades, service providers and contractors to carry out work as required and monitor service performance.• Respond to queries, coordinate entry and local site inductions, confirm job scope and specifications.

Role dimensions

Decision making

- Makes decisions that may have a minor impact externally within defined parameters and based on sound subject matter knowledge and professional judgment.
- Matters requiring a higher level of approval are referred to the Reporting Line Manager.

Reporting line

Facilities Coordinator/Senior Facilities Coordinator

Direct reports

Nil

Budget/Expenditure

TBA

Essential requirements

1. A valid Working with Children Check (required prior to commencement).
2. Certificate IV in relevant discipline or equivalent skills, knowledge and experience.
3. Experience applying knowledge of property, building or trades related industry to liaise with contractors, monitor work standards and compliance and perform minor maintenance tasks.
4. Demonstrated experience performing administration tasks and using computerised systems to support work activities.
5. Minimum class C drivers and forklift licences or willingness and ability to obtain; and willingness to update licences/certifications and undertake essential training as required.
6. Willingness and ability to travel and work at sites across the regional network as required.

Capabilities for the role

The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.


The capabilities are separated into focus capabilities and complementary capabilities

Focus capabilities

Focus capabilities are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

Focus capabilities

Capability group/sets	Capability name	Behavioural indicators	Level
	Display Resilience and Courage Be open and honest, prepared to express your views, and willing to accept and commit to change	<ul style="list-style-type: none">• Be flexible and adaptable and respond quickly when situations change• Offer own opinion and raise challenging issues• Listen when ideas are challenged and respond appropriately• Work through challenges• Remain calm and focused in challenging situations	Intermediate



Communicate Effectively

Communicate clearly, actively listen to others, and respond with understanding and respect

- Focus on key points and speak in plain English
- Clearly explain and present ideas and arguments
- Listen to others to gain an understanding and ask appropriate, respectful questions
- Promote the use of inclusive language and assist others to adjust where necessary
- Monitor own and others' non-verbal cues and adapt where necessary
- Write and prepare material that is well structured and easy to follow
- Communicate routine technical information clearly

Intermediate



Commit to Customer Service

Provide customer-focused services in line with public sector and organisational objectives

- Focus on providing a positive customer experience
- Support a customer-focused culture in the organisation
- Demonstrate a thorough knowledge of the services provided and relay this knowledge to customers
- Identify and respond quickly to customer needs
- Consider customer service requirements and develop solutions to meet needs
- Resolve complex customer issues and needs
- Cooperate across work areas to improve outcomes for customers

Intermediate



Demonstrate Accountability

Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines

- Be proactive in taking responsibility and being accountable for own actions
- Understand delegations and act within authority levels
- Identify and follow safe work practices, and be vigilant about own and others' application of these practices
- Be aware of risks and act on or escalate risks, as appropriate
- Use financial and other resources responsibly

Intermediate



Finance

Understand and apply financial processes to achieve value for money and minimise financial risk

- Understand that government services budgets are limited and must only be used for intended purposes
- Appreciate the importance of accuracy and completeness in estimating costs and calculating and recording financial information
- Be aware of financial delegation principles and processes
- Understand basic compliance obligations related to using resources and recording financial transactions

Foundational



Procurement and Contract Management

Understand and apply procurement processes to ensure effective purchasing and contract performance










- Understand and comply with legal, policy and organisational guidelines and procedures relating to purchasing
- Conduct delegated purchasing activities in line with procedures
- Work with providers, suppliers and contractors to ensure that outcomes are delivered in line with time and quality requirements

Intermediate

Complementary capabilities

Complementary capabilities are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as 'not essential' for this role are not relevant for recruitment purposes however may be relevant for future career development.

Capability group/sets	Capability name	Description	Level
	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Foundational
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Foundational
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
	Work Collaboratively	Collaborate with others and value their contribution	Foundational
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Foundational
	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Intermediate
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Foundational
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Foundational
	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Foundational



Project Management

Understand and apply effective planning, coordination and control methods

Foundational
