



Position Description

Position Title: Services Supervisor	Classification: Bond Level 5
Faculty/School/Office: Office of Facilities Management	Date Position Classified/Updated: March 2026

Purpose of the Position:

The Services Supervisor will work closely with the Operations Manager to achieve departmental outcomes in line with the strategic plan and operational objectives.

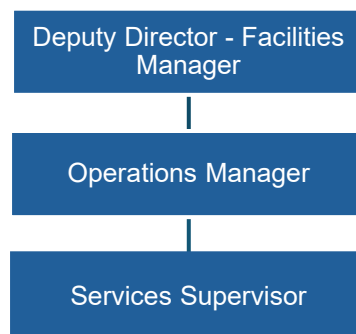
The Services Supervisor will:

- Be responsible for the upkeep of the plant and equipment asset register which schedules statutory, preventative and condition-based maintenance and records corrective maintenance and asset replacement timelines. This will include the implementation of best practice regarding sustainability of assets, their usage, life cycle costing of assets, condition reporting, maintenance, and asset replacement with emphasis on the reduction in energy usage and maximising of the asset life cycle.
- Oversee all service contracts within Facilities Management and be responsible for undertaking regular meetings, monitoring KPI's and service level agreements with contractors together with reviewing and negotiating scope of works documentation to achieve commercial opportunities for the University
- Manage and plan any works associated with asset management, space management and sustainability responsibilities within the Facilities Management Department

Be responsible for the upkeep of the facilities management compliance register and ensure all relevant Australian standards and codes of practices are adhered to.

Reporting Relationship:

This position reports to the Operations Manager – Facilities Management. This position will have contracted staff reporting to it, in addition to future facilities management staff:



Selection Criteria:

- Demonstrated experience managing service and maintenance contracts, including procurement support, performance monitoring, compliance, and vendor relationship management.
- Sound understanding of building services, planned and reactive maintenance, and asset lifecycle management within complex facilities, ideally education or similar
- Knowledge of WH&S legislation, risk management practices and compliance requirements applicable to facilities maintenance
- Proven ability to lead, supervise and motivate a team including contractors and/or in-house staff to achieve desired delivery outcomes
- Demonstrated ability to manage multiple tasks and meet deadlines whilst demonstrating an ability to assess issues, prioritise maintenance needs and implement practical, timely solutions in a dynamic operational environment
- Ability to be self-directed with high organizational and planning skills, with an ability to prioritise demanding workload
- Experience using and implementing facilities management systems, with the ability to analyse data and support continuous improvement initiatives
- Conversant with the use of Microsoft Office products, email, and the internet

Desirable Criteria:

- Relevant trade qualification, engineering background, or certification in facilities management (e.g., diploma/degree), supporting informed oversight of maintenance activities.
- Previous experience working within a university, TAFE, or similarly complex, multi-site organisation, with an understanding of the unique operational and stakeholder demands.
- Experience contributing to service optimisation initiatives, including energy efficiency, sustainability programs, or process improvements within facilities or asset management.

Competency	Responsibility
Management	<ul style="list-style-type: none"> • Management of day-to-day operations, including monitoring of contractors and staff (where applicable) • Ensure all projects are planned and managed accordingly with appropriate engagement of related stakeholders • Review all policies and procedures, performance standards and service level agreements. Make recommendations for improvements • Proactively meet with Contractors, suppliers and stakeholders onsite regarding current and proposed works • Manage time and attendance for staff and contractors • Oversee onsite contractors and ensure compliance with Bond policies and procedures
Contract Administration	<ul style="list-style-type: none"> • Oversee and review all Facilities management contracts, ensuring that Contractors comply with contractual arrangements, relevant legislation, and any University requirements • Manage and oversee of all utilities Contracts including but not limited to energy, water, waste water, LPG etc • Oversee, compile, and submit legislative compliances including but not limited to internal Audit, Risk & Safety compliance and similarly manage audit and compliance processes with external parties such as QFES • Establish and negotiate opportunities for savings • Prepare scope of works documentation for service and utilities Contracts • Manage tender processes
Asset Management	<ul style="list-style-type: none"> • Develop and oversee the implementation of the strategic asset maintenance program • Ensure ongoing management and upkeep of space management data, floor, and infrastructure plans • Update and maintain the major plant and equipment asset register with regard to acquisitions, maintenance, compliance and condition reporting

	<ul style="list-style-type: none"> • Manage and ensure consistent operational standard of all University services infrastructure including but not limited to Hydraulics, Mechanical, Emergency & UPS Power, BMS, Fire Services, Vertical Transportation etc. • Ensure the operation of all plant and equipment, including contractors work complies with all legislative requirements. • Undertake ongoing strategic analysis to confirm all major plant and equipment is delivering optimal outcomes. Prepare scope documents for repairs and maintenance Contracts, review with Operations Manager – Facilities Management and issue to market for return pricing
Purchasing Ethics	<ul style="list-style-type: none"> • Work in partnership with Contractors to maximise commercial outcomes for the University • Conduct regular meetings with contractors and to review contractual terms and conditions
Sustainability	<ul style="list-style-type: none"> • Oversee the following projects (including not limited to): • SESP – smart energy savings plan implementation, energy audits and reporting • WEMPS – water efficiency management plan and reporting • TEFMA benchmarking – Tertiary education facilities management association annual benchmark reporting • NGERS – National greenhouse emissions reporting scheme reporting Bond Carbon emissions calculations, reporting and implementation of strategy to carbon neutrality • Waste management, recycling, and associated measurement and strategic planning
Working Relationships	<ul style="list-style-type: none"> • Conduct business in accordance with University, Financial and Statutory regulations, and policies
Quality Assurance and Continuous Improvement	<ul style="list-style-type: none"> • Demonstrate an understanding of, and contributes to, quality assurance and continuous improvement activities relevant to the role. • Perform duties in alignment with the Bond University Strategic Plan, University policies, and established quality assurance and review processes.
Cultural Safety, Inclusion and Respect	<ul style="list-style-type: none"> • Demonstrate respect for diversity and contributes to a culturally safe, inclusive and discrimination free workplace. • Engage respectfully with staff, students and stakeholders from diverse cultural, linguistic and social backgrounds, including Aboriginal and Torres Strait Islander peoples. • Comply with University policies and applicable anti discrimination and workplace behaviour legislation. • Participate in relevant training or development activities that support cultural safety and inclusive practice.
Work Health and Safety Responsibilities	<ul style="list-style-type: none"> • Take reasonable care for own health and safety and that of others, in accordance with the Work Health and Safety Act 2011 (Qld). • Comply with University WHS policies, procedures and instructions, including those relating to psychosocial health and safety. • Promptly report hazards, incidents and risks to their manager or through established reporting mechanisms. • Where the role has supervisory or managerial responsibilities, ensure risks are assessed, appropriate controls are implemented, and workers are consulted in accordance with WHS legislation. • Complete mandatory and assigned WHS training. • Comply with return-to-work program requirements following injury/illness.

Note – the successful applicant will be required to produce a certified copy of their highest qualification received prior to commencement of duty.

It is not the intent of this position description to limit the scope of this position in any way but to give an overview of this role at Bond University. You may at times be required to work at other tasks and areas as directed by the Management.