

Position Description

Position Title: Maintenance and Operations Supervisor	Classification: Bond Level 5
Faculty/School/Office: Office of Facilities Management	Date Position Classified/Updated: May 2026

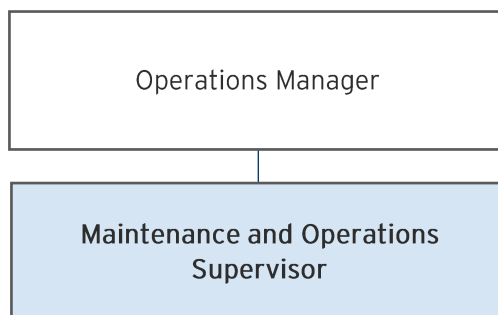
Purpose of the Position:

The Maintenance and Operations Supervisor will be responsible for the day to day management and supervision of the Facilities Officers and on-site contractors responsible for maintenance activities. The position will direct workload and allocate responsibilities based on operational and strategic objectives for the department.

The Maintenance and Operations Supervisor will lead, manage and direct the team in a positive and effective manner ensuring customer service remains of the highest priority at all times.

Reporting Relationship:

This position reports to the Operations Manager. This position will have both in-house facilities management staff, contracted staff and external contractors reporting to it.



Selection Criteria:

- Relevant qualifications and/or extensive experience in a similar position in maintenance or facilities management
- Sound knowledge of complex and multi-faceted maintenance and facilities management processes and procedures
- Demonstrated leadership and management skills with the ability to be proactive and a high level of interpersonal skills, which enable the appointee to liaise effectively with a wide range of people at a variety of levels
- Proven knowledge of WH&S, environmental and sustainability best practices
- Demonstrated ability to manage multiple tasks to achieve outcomes, including the ability to evaluate and analyse information
- Ability to work autonomously, prioritise workloads and demonstrate flexibility in dealing with people with competing demands
- Experience in working a fast paced environment with the demonstrated ability to meet deadlines
- Proven organisational, written and oral communication skills

- Competency in the use of Microsoft Office products, email and the internet
- Ability to prepare reports
- Current Drivers Licence Class "C"

Desirable Criteria:

- Relevant trade qualification
- Degree in a related field
- Previous experience in a tertiary environment
- Relevant tickets or licenses (forklift, EWP etc)

Competency	Responsibility
Maintenance Management	<ul style="list-style-type: none"> • Provide management and direction to staff and on site contractors in the performance of their daily duties and seek to support staff in the ongoing development of key skills required in their role. • In conjunction with the Operations Manager, conduct performance reviews with staff on a regular basis. • Ensure all staff remain compliant with certifications required for their role • Ensure compliance with workplace health and safety (WHS) policies, procedures, and practices
Administration and Client Service	<ul style="list-style-type: none"> • Develop and maintain positive business relationships with internal and external stakeholders • Oversee, prioritise and manage responses to all maintenance requests and ensure all Facilities Officers undertake tasks in an effective and efficient manner • Actively liaise with Faculties and Offices in the University to build relationships with all staff involved with repairs and maintenance • Provide back-up and assistance to the Operations Manager and other executive staff • Maintain knowledge of and continuously monitor the infra system to ensure tasks are completed and logged in line with the correct procedures
Continuous Improvement	<ul style="list-style-type: none"> • Review and enhance Facilities Management procedures for maintenance related tasks. • Provide feedback and advice on current and proposed procedures. • Seek to continuously improve the delivery of maintenance related work through the review of current policies and procedures. • In conjunction with the Operations Manager, update key Maintenance processes as required
Reporting Responsibilities	<ul style="list-style-type: none"> • Ensure all audit and compliance materials are kept up to date • Provide advice and updates to the Operations Manager on routine and non-routine maintenance programs • Meet regularly with the Operations Manager to report on an issues of concern
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 contribute 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.

	<ul style="list-style-type: none"> • 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.