



Position Description

Position Title: Administrative Officer	Classification: Bond Level 3
Faculty/School/Office: Office of Facilities Management	Date Position Classified/Updated: November 2024

Purpose of the Position:

As a member of the Facilities Management team, the Administrative Officer is primarily responsible for providing organisational and administrative support to the Facilities Management office. This position is responsible for the coordination of the Service Now System, providing a prompt response to the needs of the Faculties, Offices and students, ensuring that all relevant job request deadlines are met, including the printing and disbursement of requests to the relevant staff within the team as well as Contractors.

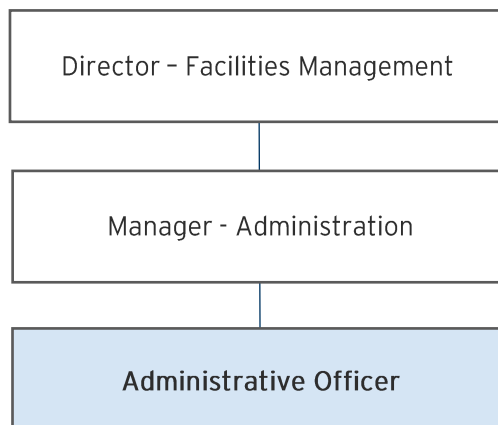
As the first point of contact for the Office via the Reception desk, the incumbent will be required to liaise with staff and external clients, providing advice and support to ensure a professional relationship is maintained. This position also involves the processing of monthly and periodical purchase orders accurately and will provide assistance in the purchasing requirements for Facilities Management. The incumbent is responsible for devising and amending floor plans and drawings of the University. The position will act as back up to other administrative staff and therefore may be required to work outside the prescribed position from time to time.

HOURS OF WORK:

This is a full-time position and the typical office hours are 8am – 4:30pm. Please note that due to the dynamic nature of the office, commencement and finish times may vary on occasion.

Reporting Relationship:

This position reports to the Administration Manager, Facilities Management:



Selection Criteria:

- Completion of Year 12 or equivalent with a minimum of three years administrative experience, ideally in a similar environment.
- Excellent communication skills, both written and verbal with proven ability to communicate across all levels of the organisation.
- Demonstrated customer service skills handling client requests/complaints to reach a positive outcome.
- Demonstrated proficiency with Microsoft Word and Excel and ability to grasp and master alternate software packages.
- Understanding of general finance duties, such as raising purchase orders along with demonstrated experience in the use of an accounting software package.
- Ability to manage and prioritise workloads with flexibility to deal with people with competing demands.
- Demonstrated ability to be self-motivated and organised, working independently and as part of a team.
- Ability to take initiative and exercise judgement.
- Ability to maintain security and confidentiality over sensitive information

Desirable Criteria:

- Previous experience in a tertiary environment.
- Previous experience in the use of Finance One and OnLocation Contractor Management System.
- Demonstrated experience in negotiating with suppliers and contractors.
- Knowledge and understanding of Bond University policies and practices.

Competency	Responsibility
Administration	• Reception duties for the Office of Facilities Management, including the accurate recording and delivery of messages for staff. • Coordinate the receipt and processing of requests for Facilities Management services. • Coordinate communication with service provider representatives. • Raise monthly and periodic purchase orders. • Act as back-up to the Administration Manager. • Maintain the register of plans, drawings and Insta 360 photos. • Act as booking agent for the University pool motor vehicles. • Work independently during supervisor's absence within specified parameters. • Provide assistance to the Director and other team members. • Assist in ensuring the smooth and effective running of the front desk reception area. • Attend to the needs of the customers that frequent the Facilities Management Office. • Maintain a working knowledge of current administrative office procedures, and competency and proficiency in use of office software packages. • Seek assistance and support to ensure accuracy of information related to allocated projects. • Complete other general administration duties as required. • Complete annual Key Audit. • Create and maintain an effective filing system for the Office of Facilities Management. • Responsible for the up-keep and ordering of stationery. • Arrange archiving of documentation within the Office of Facilities Management.

	• Prioritise workloads and requests (Triaging) within agreed standards and timelines. • Ensure the Facilities office presents professionally at all times.
Technical Support	• Update and maintain the OnLocation Contractor Management system. Set up Companies, upload relevant document and maintenance of user accounts. • Amend plans and drawings of the University, including the calculation of Gross Floor Area and Usable Floor Area. • If the University updates software to another area planning package, learn and maintain the modules as appropriate to the University.
Client Service	• Establish effective working relationships with all Stakeholders. • Maintain rapport with contractors and suppliers. • Receive telephone enquiries directed to the Office of Facilities Management, responding directly to enquiries. • Provide assistance to the Administration Manager when required.
Working Relationships	• Develop and nurture positive working relationships within the Office of Facilities Management and external Faculties and Offices.
Continuous Improvements	• Commitment towards continuous improvement and learning.
Understanding of Quality Assurance	• Staff should demonstrate an understanding of the principles of quality assurance and continuous improvement as they apply at Bond University. • Staff are expected to demonstrate an ongoing commitment to the Bond University Strategic Plan, university policy and to our quality assurance processes.
Understanding of Cultural Sensitivity	• Staff will come into contact with staff and students from a variety of cultural backgrounds. It is expected that mutual respect, cultural awareness and cultural sensitivity will form the basis of the professional working relationship. • Staff are encouraged to attend a cultural sensitivity workshop to further enhance and develop cultural awareness and cultural sensitivity skills.
Understanding of WHS Responsibilities	• Maintain a safe workplace and follow safety directions and internal controls. Alert your Manager of WHS risks and be vigilant in observing safe practices. Understand WHS requirements in your work area. • All managers of staff are required to conduct risk assessments and implement controls accordingly as well as action safety audit results within the directed time frame. • Awareness of, and accountability for, WHS responsibilities in the work area and for the staff and contractors under your control (if applicable).

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.