

Position Title	Operations Coordinator
Group/Portfolio	Campus Life
Classification	HEW 5
Position Number	00058661
Reports To	Facilities Manager
Employment Type	Continuing

1.0 Position Purpose

To oversee the efficient and effective operations of the University's Cleaning, Waste, Pest, Keys, and Hygiene services across the Gold Coast Campus and provide support for ensuring Security and Move Services are facilitated in a timely manner.

2.0 Eligibility Requirements

- The occupant of this position will hold relevant tertiary qualifications or an equivalent combination of relevant skills, knowledge and experience.

3.0 Key Responsibilities

- Proactively manage, administer and validate the University's Cleaning, Waste, Pest, Hygiene, Move Services and Keys via the Computerised Maintenance Management System (CMMS) ensuring service activities are undertaken within identified timelines, performance standards and KPI/benchmarks.
- Manage the day-to-day operational Cleaning, Waste, Pest, and Hygiene issues including but not limited to conducting cleaning inspections, responding to cleaning and waste requests and reviewing cleaning and waste complaints to enable an efficient and reliable service for the university.
- Ensure the University's Contractor management process is adhered to for the delivery of services, conducting regular inspections of works in progress to monitor safety documentation, performance, quality and progress.
- Provide a professional service by liaising with clients as required in completing work requests. Provide support and assistance to other team members as needed to facilitate a reliable and efficient service.
- Manage the day-to-day operational Physical Key requirements, including but not limited to ordering in replacement keys for those that are broken/worn/lost. Assisting in ordering replacement locks where required. Aid other Corporate Services Departments ensuring new installations follow the correct guidelines.

- Liaise with internal and external stakeholders who require Campus Life Approval to hold events or activities on Campus. Including but not limited to, providing appropriate guidance and permits that require sign off, gathering all required documentation such as Insurance Certificates, Event Plans, Risk Assessments. Providing Site Licence once approved and issuing invoice as per agreed amount with External Party.
- Liaise and provide support to Manager, Security and Control Systems and Campus Support with activities related to but not limited to incidents, access control, camera installation, camera footage and two-way radios.
- Undertake other activities as directed by the Facilities Manager. Provide general assistance within Campus Life as required.
- Lead and promote compliance with relevant legislation and University policies and procedures, including equity and health & safety and exhibit good practice in relation to same.
- Be a leading example of the principles and values embodied in the University's Code of Conduct, and behave, act and always communicate to reflect fairness, ethics and professionalism.

4.0 Key Capabilities

- Griffith University identifies the attributes of resilience, flexibility, creativity, digital literacy and entrepreneurship as critical to our graduates' success, in the rapidly changing future world of work. We have established a Griffith University Capability Development Framework to provide a common language of some of the non-technical organisation skills that will support our staff to thrive now and into the future. The Capability Development Framework will assist you to understand the current skill level of this position in the non-technical but critical skill domains that are increasingly important in a changing workplace context.

To read about some of the non-technical organisation skills for this position, please see the Leads Self section of our [Capability Development Framework](#).