

# POSITION DESCRIPTION



## Maintenance Contracts Coordinator

### POSITION DETAILS

|                 |                                   |
|-----------------|-----------------------------------|
| Position Title  | Maintenance Contracts Coordinator |
| Classification  | HEW Level 7                       |
| Position Number |                                   |
| School/Office   | Property and Commercial           |
| Division        | Operations                        |

### POSITION PURPOSE

The Maintenance Contracts Coordinator is a key role in the future management of maintenance works associated with the University's built environment.

The Maintenance Contracts Coordinator will lead the delivery of efficient procurement, contracting and contract performance, compliance management processes across all procurement activities, to ensure effective contract management is adhered to, within Office of Property and Commercial.

They will have superior commercial and contractual knowledge and specialisation in property and facilities contracts and commercial arrangements, work with internal stakeholders and external service providers across a number of contracts and business functions.

This role will support the Office of Property and Commercial in coordinating selected complex negotiations, the establishment of services agreements and identifying areas where contractual and compliance risks need to be managed / mitigated as a subject matter expert.

The position holder will ensure that the Office of Property and Commercial follows good commercial practice in line with university policies, processes, and the Australian regulatory framework.

Additionally, the role will work to establish best practice compliance and contract management practices across the Office of Property and Commercial as well as development of scope of works for individual services contracts from tender to transition and ongoing oversight of each service contract.

### KEY ACCOUNTABILITIES

- **Building Services Maintenance & Compliance**  
Coordinate and oversee the maintenance of building services to ensure operational continuity, safety, and compliance with regulatory and policy requirements, including regular inspections and

hazard management.

- **Asset Management & Record Keeping**  
Maintain accurate and secure asset records, including hazardous materials, major equipment, and incident documentation, to support lifecycle planning and operational efficiency.
- **Contract Administration & Service Delivery**  
Administer and manage building services contracts, including contractor performance, routine and emergency repairs, and service delivery standards, ensuring compliance and timely issue resolution.
- **Building Management System (BMS) Oversight**  
Monitor and optimise the BMS to maintain environmental conditions and maximise energy efficiency through proactive anomaly resolution and schedule adjustments.
- **Strategic Commercial Negotiation**  
Coordinate high-level commercial negotiations across complex property and facilities contracts, ensuring alignment with legal, regulatory, and sector-specific frameworks to deliver value and mitigate risk.
- **Contract Management & Governance**  
Support the development and execution of robust contract management plans, including KPIs, governance structures, risk mitigation strategies, and performance monitoring to ensure contract outcomes are achieved.
- **Operational & Strategic Planning Input**  
Provide specialist input into project planning, procurement, and operational strategies, including commercial risk assessments and alignment with infrastructure services and business needs.
- **Stakeholder Engagement & Continuous Improvement**  
Foster collaboration across operational areas, lead service improvement initiatives, and drive continuous improvement in systems, processes, and supplier performance through best practice adoption.

## QUALIFICATIONS, EXPERIENCE AND SKILLS

1. Trade qualifications in a relevant discipline and/or equivalent industry experience.
2. Experience in providing support in a facilities and building services environment with an understanding of air conditioning and electrical systems and associated building control systems,
3. Project planning, management and delivery skills and experience with contract management in a building services context, with a particular focus on general maintenance or multi-disciplinary activities.
4. Knowledge and understanding of the application of guidelines, Work Health and Safety (WH&S) legislation and regulations.
5. Experience with NSW government procurement and tendering processes; and building services and infrastructure, including building codes and standards
6. Flexibility and adaptability within a change environment to deliver high-quality outcomes.
7. Demonstrated ability to develop and manage long-term strategic relationships with stakeholders internally and externally.
8. Extensive experience in establishing robust commercial practices and frameworks, with demonstrated achievements in improving the commercial performance of arrangements and the reduction of commercial risk.

## KEY RELATIONSHIPS

**Reports to:** Strategic Planning Maintenance Manager

**Supervisory responsibilities:** None

**Key stakeholders:**

- Associate Director, Campus and Maintenance Delivery
- Campus Coordinators
- Other internal and external stakeholders as required

## CHALLENGES

- Co-ordinate a large number of service contractors which are essential to day-to-day operations and resolving supplier and contractor issues in a timely and cost-effective manner.
- Actively engage and cooperate with senior stakeholders across the Division and University to develop and deliver commercial strategies, a common approach and manage stakeholder expectations.
- Coordinate and drive consistency and adherence to relevant commercial and legal policies, procedures and practice across the business.
- Understand the broader Western Sydney University strategic direction to lead and influence strategic commercial decisions to the benefit of the University.
- Capacity to work with senior management in a cooperative and collaborative fashion, and the ability to view commercial success from both strategic and operational perspectives.
- Proactively implement change (where appropriate) to enhance commercial practices and the ability to engage stakeholders effectively to bring them on the journey.
- Ability to work autonomously to achieve deliverables in line with strategic timeframes.
- Work and travel between University Campus' will be required

## UNIVERSITY EXPECTATIONS

The University expects that all employees are aware of, and comply with legislation and Western's policies and procedures relevant to the position, including but not limited to:

- Code of Conduct
- Work Health and Safety and Wellbeing Management System
- Enterprise Agreement or Award
- Anti-discrimination principles, Equal Employment Opportunity and staff and student equity.

**Approved by:** Office for People

**Date:** August 2025