

POSITION DESCRIPTION – Professional Services Staff For levels 6/7 and above

Position Title: Environmental Services Coordinator Level: 6/7
Faculty/Division: Facilities Management Division Department: Environmental Services

Primary purpose of the position:

To successfully co-ordinate Environmental Services to the Wollongong Campus. The role includes delivering; cleaning, waste management, pest and attendant services through undertaking; stakeholder liaison, service monitoring, WHS compliance and related administration tasks.

Position Environment:

The Facilities Management Division (FMD) is responsible for the University's built environment and grounds. The Division supports staff and students of the University through the provision of appropriate teaching, research and recreational space by providing an attractive and safe campus environment. The Environmental Services Coordinator plays an important role in assisting the Division to achieve these objectives.

Major Accountabilities/Responsibilities:

	Responsibilities	Outcome	Percentage of Time
1.	Ensure UOW's environmental service providers are operating to agreed standards	Service monitored, recorded and compared against standards	20%
2.	Co-ordinate the delivery of Environmental Services to the Wollongong Campus	High quality, timely and cost efficient service delivery	20%
3.	Administration tasks related to the role performed e.g. collecting, recording and reporting performance data, checking claims and utilisation of related facility management systems	Clear evidence of service performance and adherence to the record management policy	20%
4.	Liaise with all relevant stakeholders to ensure a quality service (including liaison between clients, staff and service providers)	Satisfied clients and productive external partnerships	10 %
5.	Implement and review related work processes and procedures considering best practice WHS, Quality and Environmental aspects	Best practice work procedures documented and implemented	10%
6.	Critical evaluation of the performance of Environmental Services and implementation of necessary improvements	Continuous improvement of services provided	10%
7.	Reactive support to varying University needs e.g. special events, flooded buildings, and other incidents	Timely and effective response to the needs of the organisation	10%
8.	Observe principles and practices of Equal Employment Opportunity	To ensure fair treatment in the workplace	Ongoing
9.	Have WH&S responsibilities, accountabilities and authorities as outlined in the http://staff.uow.edu.au/ohs/commitment/responsibilities/ document	To ensure a safe working environment for self & others	Ongoing

Reporting Relationships:

Position Reports to:	Manager Environmental Services
The position supervises the following positions:	External Service Providers
Other Key Contacts:	

Key Relationships:

Contact/Organisation:	Purpose & Frequency of contact
Environmental Service Providers	Daily
UOW Event Organisers	As required
Material Suppliers	Weekly
FMD Maintenance Supervisors	Daily
FMD Service Centre	Daily

Key Challenges:

1. Delivering a high quality, responsive, cost effective service
2. Satisfying client needs within budget constraints
3. Adapting to the changing needs of the organisation
4. To achieve the unit's strategic work objectives through direct communication and consultation with staff and colleagues.

SELECTION CRITERIA - Knowledge & Skills:

Essential:

- Knowledge of facility management and environmental services issues
- Knowledge of service agreements
- Well-developed interpersonal and communication (verbal and written) skills
- Demonstrated ability to organise competing priorities by scheduling and prioritising work
- Ability to work well in a team

SELECTION CRITERIA - Education & Experience:

Essential:

- Relevant degree/qualification or equivalent experience in overseeing service provision
- Training or equivalent experience in WHS systems
- Experience co-ordinating and evaluating service providers performance
- Experience implementing service improvements
- Training or experience dealing with clients/customers
- Training or experience in the use of word processing, email, spreadsheet and other facility related applications

Personal Attributes:

- Strong customer focus
- Flexible and responsive to change
- Strong attention to detail

Special Job Requirements:

- Provide after-hours contact for emergency issues.
- Flexibility with starting times e.g. early morning inspections.
- Current driver's license Class C

Roles and Responsibilities in Relation to Workplace Health and Safety:

The University of Wollongong is committed to providing a safe and healthy workplace for its workers, students and visitors. All members of the University community have a collective and individual responsibility to work safely and be engaged in activities to help prevent injuries and illness.

In addition to the major accountabilities/responsibilities required for your position, you also hold the following roles and responsibilities in relation to Workplace Health and Safety:

- Take reasonable care for your health and safety as well as others.
- Comply with any reasonable instruction by the University.
- Cooperate with any reasonable policies and procedures of the University including reporting of hazards or incidents via the University reporting process.
- Certain staff have specific responsibilities for Work Health and Safety (WHS), further information is available in the document [Roles And Responsibilities for WHS](#) and [WHS Management System](#).
- Ensure work area, equipment and practices are compliant with applicable legislation, standards, codes of practice and University guidelines.
- Ensure risk management activities are undertaken to minimise WHS risk including hazard and incident reporting, risk assessment and safe work procedures.
- Provide the necessary instruction, information, induction, training and supervision to enable work to be carried out safely.
- Ensure Work Health and Safety (WHS) activities and requirements are implemented for area as outlined in the [Roles And Responsibilities for WHS](#) and [WHS Management System](#).

Inherent Requirements:

This position description outlines the major accountabilities/responsibilities and the selection criteria against which you will be assessed as suitable for the position. As such there will be specific job requirements that we refer to as Inherent Requirements.

Inherent Requirements refer to your ability to:

- Perform the essential duties and functional requirements of the job;
- Meet the productivity and quality requirements of the position;
- Work effectively in the team or other type of work organisation concerned; and
- Do the job without undue risk to your own or others health, safety and welfare at work.

If you have any injuries, illness, disorder, impairment, condition or incapacity that may affect your ability to perform the inherent requirements of the position, we encourage you to discuss this with the University to assist in the process of identifying reasonable adjustments to enable you to perform the duties of the position. The University wants to place you in the best situation to use your skills effectively in the position you are applying for at the University.