



Facility Services Supervisor

Purpose of role	To coordinate property maintenance as required, for laboratories and Collection Centres in the greater Brisbane area.																					
Reports to	Essential Services Manager																					
Key SNP relationships	Essential Services Department Scientific Department Managers, Brisbane Collection Area Managers																					
It is important this role	Actively promote improved communication and accountability within the department to ensure a harmonious working relationship with Managers and staff. Ensure competitive pricing and effective response times by contractors with consideration being given to the 24 hour 7day nature of several sections of the operation. Be an inclusive and positive contributor to the development of a high performing FM team																					
Status	Full-time (37.5 hours per week); Start/Finish – 7.30 to 4.00 1 hour lunch																					
Selection criteria	<table><tr><td>SC1</td><td>Experienced or willingness to learn requirements for and scheduling of property maintenance, including coordinating with trades/contractors</td></tr><tr><td>SC2</td><td>Excellent interpersonal and customer service skills, demonstrating professional communication at all levels using both written and verbal techniques</td></tr><tr><td>SC3</td><td>High level organisational skills with high attention to detail including a demonstrated ability to work under pressure, follow instructions and prioritise tasks</td></tr><tr><td>SC4</td><td>Work competently as an effective team member with a positive cooperative attitude to achieve agreed outcomes</td></tr><tr><td>SC5</td><td>Can do attitude with the willingness to learn</td></tr><tr><td>SC6</td><td>Good awareness of safety requirements within the facilities and the communication to trades/contractors as required</td></tr><tr><td>SC7</td><td>Able to accept and manage change, manage competing demands, and deal effectively with frequent changes, delays or unexpected events</td></tr><tr><td>SC8</td><td>Intermediate to advanced knowledge of AutoCAD and/or Revit drafting Suite</td></tr><tr><td>SC9</td><td>Intermediate to high computer skills – MS Word, MS Excel, MS Outlook, using data bases</td></tr><tr><td>SC10</td><td>Intermediate knowledge of Australian standards and building codes</td></tr></table>		SC1	Experienced or willingness to learn requirements for and scheduling of property maintenance, including coordinating with trades/contractors	SC2	Excellent interpersonal and customer service skills, demonstrating professional communication at all levels using both written and verbal techniques	SC3	High level organisational skills with high attention to detail including a demonstrated ability to work under pressure, follow instructions and prioritise tasks	SC4	Work competently as an effective team member with a positive cooperative attitude to achieve agreed outcomes	SC5	Can do attitude with the willingness to learn	SC6	Good awareness of safety requirements within the facilities and the communication to trades/contractors as required	SC7	Able to accept and manage change, manage competing demands, and deal effectively with frequent changes, delays or unexpected events	SC8	Intermediate to advanced knowledge of AutoCAD and/or Revit drafting Suite	SC9	Intermediate to high computer skills – MS Word, MS Excel, MS Outlook, using data bases	SC10	Intermediate knowledge of Australian standards and building codes
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Main duties and accountabilities	<p>The Essential Services Supervisor will act as a 2IC to the Essential Services Manager</p> <p>The following are the key duties and responsibilities</p> <p>Property maintenance coordination.</p> <ul style="list-style-type: none">• Troubleshoot and coordinate installation and repairs for all Brisbane laboratories and all Brisbane collection centres, including but not limited to:<ul style="list-style-type: none">○ Plumbing○ Electrical Services (including Tagging etc)○ Air-conditioning○ Gas○ Building Maintenance○ Property Maintenance○ Fire systems○ Liquid waste management systems○ Other main laboratory campus facilities systems• Ensure all contractors are inducted and signed in when working at the main laboratory campus.																					

- Ensure all maintenance requests are logged into the database.
- Ensure that the services contact details are current within the department and an updated copy is provided to the switch staff.

Building Management Systems

- To learn, understand and be able to effectively use the BCMS system for the Bowen Hills Laboratory.
- To learn and understand the types of plant and services equipment used in the Bowen Hills Laboratory

Fire Alarm and Equipment Maintenance

- Provide contact and administrative support for the Fire systems and Equipment Maintenance.

Generator

- Provide contact support to Managers for the maintenance of the generator.
- Ensure that you have a working knowledge of the disaster recovery procedure for the generator and UPS power systems.

Emergency Services

- Ensure that the information for Emergency Services contacts are up to date.
- Act as contact in the absence of senior staff.
- Familiarise yourself with emergency procedures.

Key Maintenance

- Maintain the existing key system for the main laboratory campus, and Brisbane Collection Centres.

Cleaning

- Organise and manage general cleaning contracts for the sites in the greater Brisbane area and urgent requests for ad hoc problems as required.

Pest Control

- Organise and manage pest control contracts for Brisbane sites, and urgent requests for ad hoc problems as required.

Fit outs

- Provide contact and administrative support for the Department when required in regard to the fit out process.

Thermoscan Reports and Repairs

- Coordinate the scheduled Thermoscan assessments and reports.
- Contact the electrical contractors responsible for the site to organise repairs.

Data Base

- Responsible to ensure that the most accurate and updated data based information is available for the department.

Department Manual

- Regularly review the Essential Services procedures manual and update to ensure that the most current information is available

Accounts and services reports

- Effectively process and collate all paper and electronic accounts and services reports in a manner that ensures timely payments and accurate record keeping.

General responsibilities

- Provide positive and meaningful contribution to maintain a strong cohesive FM team.
- Build and maintain a good working relationship with the relevant external contractors and suppliers
- Present a professional image of the Practice and department in all dealings with external and internal customers.
- Maintain an overall knowledge of the main laboratory campus to enable constructive input into keeping the facility correctly maintained and operational.
- Ensure that all requests for maintenance are acted upon and followed up in a timely manner and that all parties concerned are kept up to date with the progress.
- Provide constructive suggestion for improvement to any relevant systems and processes
- Assist in the developing and improvement of departmental databases and recording systems.
- Model and demonstrate SNP Values, Code of Conduct, Code of Ethics and other applicable policies in the performance of this role
- Comply with the occupational health and safety policy and programs to ensure personal safety and the health and safety of others in the workplace
- This position description is subject to change to reflect operational requirements.

Acknowledgement

<Employee's Name>

____-/____-/_____
Date

<Manager's Name>

<Manager's Title>

____-/____-/_____
Date