

## Position Description

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<b>Position Title:</b>	Facilities Administration Officer
<b>Award:</b>	<i>Queensland Local Government Industry (Stream A) Award – State 2017</i>
<b>Section:</b>	Administration, Clerical, Technical, Professional Community Service, Supervisory and Managerial Services
<b>Classification:</b>	Level 4
<b>Employment Type:</b>	Full time
<b>Department:</b>	Engineering
<b>Reports to:</b>	Engineering Officer
<b>Direct Reports:</b>	9

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### POSITION OBJECTIVE

The Facilities Administration Officer is responsible for end-to-end coordination of booking process for Council facilities, overseeing and coordination of Council's cleaning team, and provision of administrative support and coordination for Council housing.

The role is also responsible for maintaining a proactive inspection and maintenance schedule for Council facilities, ensuring assets are regularly monitored and issues are identified and addressed in a timely manner. This includes liaising closely with the Building and Maintenance team to coordinate works, prioritise repairs, and support effective asset management outcomes. Some out-of-hours work and participation in an on-call roster will be required.

The role requires a high level of professionalism, a commitment to high-quality service delivery, and a proactive approach to continuous improvement, ensuring outcomes align with the best interests of Council and the community.

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### KEY POSITION RESPONSIBILITIES

#### Council Facilities

- Coordinate and manage bookings for Council facilities, equipment, and services, ensuring accurate records, documentation, and invoicing.
- Act as the primary contact for hirers, providing clear advice on requirements, fees, and conditions of use.
- Coordinate inductions, site access, and inspections to ensure safe and appropriate use of facilities.
- Maintain registers for facility assets, contents, keys, and hirer compliance (e.g. insurance), including annual reviews.
- Undertake regular and proactive inspections of facilities, identifying maintenance, safety, and presentation issues.
- Maintain and implement a proactive inspection and maintenance schedule, ensuring timely reporting and follow-up through the CRM system.

- Liaise closely with the Building and Maintenance team to coordinate, prioritise, and monitor maintenance works.
- Coordinate facility setup, cleaning, and contractor activities to meet booking requirements and service standards.
- Manage incidents, including damage or loss of property, and coordinate appropriate resolution and cost recovery.
- Promote Council facilities and contribute to the development of related policies and procedures.
- Support after-hours facility operations as required and maintain high standards of safety, presentation, and security.

### **Council Housing**

- Coordinate tenancy administration, including agreements, documentation, and housing allocation in consultation with Human Resources.
- Conduct entry and exit inspections and ensure properties are prepared for occupancy.
- Maintain housing asset registers and documentation, including annual reviews.
- Implement a proactive housing inspection and maintenance schedule, ensuring properties are safe, compliant, and well maintained.
- Maintain the Housing Maintenance Register and coordinate requests through the CRM system.
- Liaise closely with the Building and Maintenance team to arrange and prioritise housing maintenance works.

### **Maintenance Coordination & Cleaning Services**

- Coordinate and oversee cleaning services, including scheduling, resourcing, and quality assurance.
- Provide leadership, guidance, and support to the cleaning team, fostering a positive, accountable, and high-performing work environment.
- Ensure all Council facilities meet required standards of cleanliness, safety, and presentation.
- Work collaboratively with the Building Supervisor and Maintenance team to coordinate planned and preventative maintenance programs (e.g. pest control, air-conditioning, compliance testing).
- Monitor and follow up on maintenance activities to ensure timely completion and quality outcomes.
- Ensure facilities are secure, including key control, alarm systems, and reporting of faults or risks.

## **SELECTION CRITERIA**

### **Essential**

1. Demonstrated commitment to delivering high-quality customer service, with the ability to respond to enquiries professionally, patiently, and effectively across a range of stakeholders including community members, hirers, contractors, and Council staff.
2. Highly developed verbal and written communication skills, with the ability to liaise, coordinate, and build effective working relationships with internal teams (including Building and Maintenance) and external stakeholders.
3. Sound knowledge of administrative processes, including record keeping, document management, invoicing support, and office procedures, with the ability to manage booking systems, registers, and compliance documentation accurately.
4. Proven ability to work autonomously, prioritise tasks, manage competing demands, and meet deadlines, while maintaining a high level of accuracy and attention to detail across bookings, inspections, and maintenance coordination.

5. Ability to provide leadership, guidance, and support to operational staff (including cleaning teams), ensuring service standards are met and a positive, accountable team environment is maintained.
  6. Demonstrated ability to maintain confidentiality and act with integrity, reliability, and professionalism in all aspects of work.
  7. Capacity to work flexible hours, including outside standard business hours, weekends, public holidays, and participation in on-call or after-hours support as required.
  8. Current C Class drivers' licence.
  9. Commitment to uphold Council's Code of Conduct, Workplace Health and Safety and Anti-Discrimination policies.
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## **CORPORATE RESPONSIBILITIES**

### **General**

- Consistently complete allocated tasks to a high standard and within agreed timeframes
- Undertake other tasks up to and including your competency and level
- Actively promote the values of the organisation to staff
- Actively participate in identifying, recommending, developing, and implementing measures through which allocated tasks and responsibilities may be carried out more effectively and efficiently

### **Administration**

- Ensure general administration and records management requirements are being met
- Provide courteous and professional customer service to internal and external customers and conduct all transactions in an ethical and efficient manner
- Contribute positively to a supportive team-based work environment and participate in team meetings and training sessions as required
- Ensure that requests are acted on and reported upon in accordance with Council Policy
- Keep your supervisor/manager appropriately and adequately informed on the current state of activities relevant to your role and to highlight in advance any points likely to influence Council operations or relations with ratepayers and/or the public
- Maintain a personal time management system to ensure deadlines are met; to ensure that other staff of the Council are given due notice and time to comply with deadlines so that their own personal planning is not inconvenienced

### **Organisational Continuous Improvement & Quality Management**

- Willingness and ability to adapt to challenge and opportunities:
  - changing workforce capabilities through multiskilling, succession planning, knowledge management
  - changing technologies and operational procedures by expanding your knowledge of future trends and required competencies
- Willingness and ability to set the example and live the values
- Willingness and ability to advocate a positive and constructive organisational culture
- Willingness to accept responsibility for your own actions and decisions, and to be held accountable for such
- Willingness and ability to integrate the competing demands of work, home, community, and self

### **Corporate Responsibilities**

All employees are bound by the *Local Government Act 2009* to act with integrity, and in a way that shows proper concern for the public interest. All employees are responsible for acting in accordance with the Flinders Shire Council Code of Conduct and other relevant policies, procedures and protocols as may be applicable to the role.

## Work Health & Safety

All workers have a duty to familiarise themselves with and comply with statutory and Flinders Shire Council Work Health and Safety (WH&S) requirements, including the WH&S Management System, and WH&S Policies, Procedures, and work instructions.

In fulfilling this duty, workers are to:

- Take reasonable care for his or her own health and safety.
- Take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other persons.
- Comply, so far as the worker is reasonably able, with any reasonable instruction that is given by the person in control of the business or undertaking (PCBU) to allow the person to comply with the *Work Health and Safety Act 2011* (e.g. wearing of Personal Protective Equipment as instructed).
- Cooperate with any reasonable Policy or Procedure of the PCBU relating to health or safety at the workplace that has been notified to workers (e.g. reporting of incidents).
- Participate in the consultation and communication processes as prescribed in the *Consultation, Cooperation and Coordination Code of Practice 2021*.

## Other Requirements

- This position operates from Council's Administration Office in Hughenden. However, there is a requirement to travel within the Local Government Area and work outside of standard business hours to meet the requirements of the role.
- Travel (including outside of normal hours) to attend training may be required
- The incumbent must be:
  - prepared to work flexible hours to meet the requirements of the position.
  - willing to obtain a 'Suitability Card' to enable the incumbent to work with or supervise people less than eighteen (18) years of age if required.
  - medically fit and physically capable to meet requirements of the position.
  - Prepared, if required, to undertake a medical assessment by Council's medical practitioner; and
  - Prepared, if required, for Council to undertake a Criminal History Check

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## ORGANISATIONAL RELATIONSHIPS AND DELEGATIONS

Internal: Employees across all portfolios of Council

External: General public, contractors, and community groups

Delegations: The Facilities Administration Officer works under general direction and has the skills to manage time and organisational priorities. This position has delegated decision making and purchasing authority in accordance with Council's Delegation Register and Procurement Policy.

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## POSITION DESCRIPTION AUTHORISATION

Position Descriptions cannot provide a definitive list of duties and responsibilities. This position description is subject to change from time to time as Flinders Shire Council may be developed or restructured.

Any such reorganisation of duties shall be the subject of discussion with the position incumbent.

**Approved:** Misenka Duong, Director of Engineering

**Signature:** \_\_\_\_\_ **Date:** ...../...../.....

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**ACKNOWLEDGEMENT**

I accept the above Position Description and acknowledge that it may require amending or updating periodically due to changes in responsibilities or organisational requirements.

**Employee Name:** \_\_\_\_\_

**Signature:** \_\_\_\_\_ **Date:** ...../...../.....