

Job Description



Position Title	Facilities Officer	Level	A
Reports to (role)	Facilities Services Lead	Career Stream	Professional
Team	Facilities		
Location	The Kids Research Institute Australia, Perth Children's Hospital, 15 Hospital Ave, Nedlands		

PURPOSE OF POSITION

Contribute to the effective and efficient running of the Institute's facilities service by assisting with delivery management, access control, purchasing, maintenance, waste disposal, inventory and administrative functions with the ability to be flexible and respond to a fast-paced work environment.

KEY RESPONSIBILITIES

Key Responsibilities	Tasks required to achieve Key Responsibilities	Measures
Delivery, Storage and Loading Dock Support	<ul style="list-style-type: none"> • Receive goods in. • Organise goods out. • Check incoming goods against purchase orders. • Receipting of deliveries. • Taking deliveries to the buyer or appropriate storage area. • Stock/consumables ordering. • Stock replenishment. • Inventory control. • Answer queries from delivery companies. • Engagement with Perth Children's hospital loading dock personnel. 	<ul style="list-style-type: none"> • Data entry error rate. • Feedback from internal and external stakeholders. • User satisfaction with the service. • Extent to which the service is delivered autonomously.
General Maintenance	<ul style="list-style-type: none"> • Manage gas bottle / cylinder changes. • Assist with general equipment maintenance and cleaning as required. • Conduct minor preventative maintenance inspections / audits. • Carry out basic repairs to ensure functionality of equipment. • Organise laboratory equipment maintenance and repairs. • Carry out facility and plant room checks. • Assist with fleet vehicle management. 	<ul style="list-style-type: none"> • Safety and compliance audits. • Feedback from all facility users.

Collection and Distribution	<ul style="list-style-type: none"> • Assist with linen co-ordination and ordering. • Mail collection. • Assist with waste streams including, but not limited to – Recycling, general waste, medical waste and confidential shredding bins. • Assist and manage general staff amenities and distribution. 	<ul style="list-style-type: none"> • Timely collections. • Timely waste removals.
Event and Desk Space Setup	<ul style="list-style-type: none"> • Assist and co-ordinate meeting room changes and event furniture setups. • Assist with staff desk changes as required. • Assist with the management of the Institutes' Accommodation Policy as required. 	<ul style="list-style-type: none"> • Feedback from all facility users.
Administration/General Duties	<ul style="list-style-type: none"> • Actively manage FM jobs via team helpdesk. • Answer queries and provide customer service face to face, via email, or over the phone. • Run general errands. • Assist with Institute asset management program as required (including service docket uploads/administration, data entry, preventative maintenance scheduling, etc.) • Assist with access pass allocation. • Reconciliation of invoices and service dockets. • Basic reporting. • Request quotes and follow up. • Other administrative / general activities as required to deliver the service. 	<ul style="list-style-type: none"> • Data entry error rate. • Feedback from external contractors and internal staff. • Feedback from Facilities Manager.
Team Membership	<ul style="list-style-type: none"> • Communicate in a respectful manner and does not denigrate others. • Seek and provide advice/assistance as required, share information. • Cooperate with others to meet team goals. • Address conflict in a positive manner. • Provide honest feedback to team members in a respectful manner. • Take on feedback from team members. • Provide ideas for problem solving and actively looks for ways to continuously improve the quality of the service being provided. 	<ul style="list-style-type: none"> • Formal performance review. • Feedback from individual team members.
Workplace Safety	<ul style="list-style-type: none"> • Take reasonable care for your own safety and health and avoid harming the safety and health of others through any act or omission at work. • Identify and assess workplace hazards and apply hazard controls. • Report every workplace injury, illness or near miss, no matter how insignificant they seem. • Abide by Institute policies and procedures. 	<ul style="list-style-type: none"> • Responsibilities are embedded in work practices. • Hazards are effectively managed or reported. • Accidents and incidents are reported in a timely manner. • All applicable safety policies and procedures are sought.

ESSENTIAL CRITERIA

Qualifications:	Year 12 level of competency or equivalent experience.
Essential Skills, Knowledge & Experience:	<ul style="list-style-type: none"> • Operational experience in a similar role. • Ability to manage multiple tasks simultaneously and prioritise in effectively. • Demonstrated ability to work both independently and as part of a small team. • Demonstrated superior customer service skills, specifically: active listening, positive language, and maintaining discretion where required (evidence of having performed successfully in a customer service role). • Excellent computer skills including experience in the use of: Microsoft Word and Excel. • Excellent written and verbal communication skills, specifically: ability to listen, speak clearly in person and on the phone, write clearly and concisely (Year 12 level of competency required). • High level attention to detail and ability to work accurately under time pressure. • Current C Class driver's license. • A level of physical fitness and capability which will allow manual work.

DIRECT REPORTS	0
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Approved by:	Clint Palfrey, Facilities Manager
Date approved:	01.05.2025
Reviewed by P&C:	24.09.25