

Job Description



Position Title	Facilities Coordinator, Hard Services	Level	B
Reports to (role)	Facilities Maintenance 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 the day-to-day responsibilities of contractor management, ensuring all contractors documentation & inductions are up to date, tasks are finalised to a high standard and to scope, with the ability to be flexible to assist with any adhoc repairs or break downs and respond to a fast-paced work environment.

KEY RESPONSIBILITIES

Key Responsibilities	Tasks required to achieve Key Responsibilities	Measures
Contractor Management	<ul style="list-style-type: none"> Review documentation and store in the contractor management system for hard services including safe work method statements to ensure hazards are identified, assessed, and controlled. Assist in the management and reporting of the FM Services contractual performance (KPI's). Complete contractor inductions, document evidence and ensure reminders are triggered. Act as first point of contact for contractors on site and oversight works. Conduct adhoc on-site spot checks to ensure contractors have captured all risks, and equipment is compliant whilst on site. Promote the active engagement of stakeholders and assist in developing and maintaining relationships between the project and the client, FM services and subcontractors, and other external parties. 	<ul style="list-style-type: none"> Documentation is stored and accessible for contractor management meetings. Contractor inductions are completed before their expiry. Near misses and incidents are effectively document and reported.
Bioresources Management	<ul style="list-style-type: none"> Inherent requirement for this role is an understanding of animal research and ethical standards/protocols associated with 	<ul style="list-style-type: none"> Planned maintenance to all plant & equipment is completed in

	<p>supporting the Bioresources (BRC) team.</p> <ul style="list-style-type: none"> • Maintain all plant and equipment that services the BRC space and equipment that is installed within BRC. • Manage all new installations within BRC. • Liaise with key stakeholders on maintenance, installation and breakdowns in a timely manner, providing detailed reporting and compliance support. • Maintain security, ensuring only approved operators enter space, and escorting where required. • Provide other facilities support to the BRC manager as required. • Ensure all required operating parameters are monitored and maintained via the use of the Building Maintenance System. • Ongoing collaboration with Lab Management, contractors and key stakeholders regarding operational integrity of the Bioresources space. 	<p>accordance with plant OEM.</p> <ul style="list-style-type: none"> • Build and maintain strong relationships with BRC & Lab Management. • Ensure compliance regarding access for non BRC Staff. • Minimise downtime of services and equipment that can impact the BRC team.
Asset Management	<ul style="list-style-type: none"> • Fulfil the Asset Manager role for the hard services. • Create assets in the register, adding all key required information. • Maintain asset management system for accurate reporting & asset life cycles. • Ensure maintenance & repair documentation is uploaded against accurate asset. • Perform job planning, maintenance scheduling, liaising with contractors and ensure all systems are up to date. • Continue to improve the Institute's approach to managing assets. 	<ul style="list-style-type: none"> • Assets are effectively managed. • Up to date asset creation. • Comprehensive database of asset information. • Accurate reporting. • Contractor feedback. • Data entry error rate.
General Maintenance	<ul style="list-style-type: none"> • Undertake repairs, maintenance, replacements and modifications of The Kids campuses using your skills in a range of work environments, using cost-effective solutions. • Conduct minor preventative maintenance inspections / audits. • Carry out basic repairs to ensure functionality of equipment. • Organise adhoc laboratory equipment maintenance and repairs. 	<ul style="list-style-type: none"> • Safety and compliance audits. • Feedback from all facility users. • Responding to jobs in JIRA within SLAs.
General Administration	<ul style="list-style-type: none"> • Actively manage any adhoc FM jobs via team helpdesk. • Creation and maintenance of hard services knowledge/protocols bank. • Answer queries and provide customer service face to face, via email, or over the phone and be the escalation point for difficult queries /tasks. • Assist with the delivery of small hard facilities projects. • Assist with access pass allocation. • Reconciliation of invoices and service 	<ul style="list-style-type: none"> • Data entry error rate. • Feedback from external contractors and internal staff. • Feedback from Facilities Manager.

	<ul style="list-style-type: none"> dockets. Contractor reporting as required. Other administrative / general activities as required to deliver the service. 	
Team Membership and Leadership Capability	<ul style="list-style-type: none"> Backfill of the Lead roles, acting in this capacity when required, involving line management staff. Provide support as required to all lines of business within the facility management team. Training of coordinators within the facilities services portfolio. Provide updates to Facilities Maintenance Lead regarding projects, adhoc jobs & contractors. 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, understood and implemented.

ESSENTIAL CRITERIA

Qualifications:	Year 12 level of competency or equivalent experience.
Essential Skills, Knowledge & Experience:	<ul style="list-style-type: none"> • Experience in contractor management across a broad range of contract categories. • Ability to manage multiple tasks simultaneously and prioritise adhoc jobs effectively. • Excellent contractor and documentation management. • 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) • Knowledge and experience in the use of contractor management software systems, or highly capable with general systems use and ability to learn new programs quickly. • 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 & ability to perform repairs.

DIRECT REPORTS	0
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Approved by:	Facilities Maintenance Lead
Date approved:	01.10.2025
Reviewed by P&C:	01.10.2025