

Position Description

Facilities Operations Officer

<i>Directorate</i>	Community Development
<i>Department</i>	Facilities and Property
<i>Job Family</i>	Officer
<i>Reports to</i>	Coordinator Facilities and Property
<i>Direct Reports</i>	N/A
<i>Location</i>	Tom Price, Onslow or Paraburdoo, WA
<i>Industrial Instrument</i>	Shire of Ashburton Industrial Agreement 2026
<i>Classification</i>	Level 5

Vision

We will be a welcoming, sustainable, and socially active district, offering a variety of opportunities to the community.

Values

Respect	Openness	Teamwork	Leadership	Excellence	Health & Wellbeing
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About the Role

Role Objective / Purpose

Reporting to the Coordinator Facilities and Property, the Facilities Operations Officer is responsible for supporting the effective operation, maintenance and presentation of Shire facilities and community buildings, ensuring assets remain safe, functional, compliant and fit for purpose.



Key Role Outcomes

Key responsibilities include:

- Conduct regular inspections of Shire facilities, buildings and associated infrastructure to identify maintenance requirements, hazards, defects and service issues.
- Coordinate day-to-day maintenance activities across assigned facilities, including planned, preventative and reactive maintenance works.
- Raise, monitor and update maintenance requests, work orders and service tickets to ensure timely completion of works and accurate record keeping.
- Monitor facility condition and presentation standards and arrange maintenance, cleaning or rectification works as required.
- Coordinate contractors and service providers undertaking maintenance and operational works, ensuring activities are completed safely, efficiently and to the required standard.
- Monitor contractor performance and report any service delivery, quality or compliance issues to the Coordinator Facilities and Property.
- Assist with the delivery of minor facility improvement, renewal and refurbishment works through contractor liaison, site access coordination and progress monitoring.
- Obtain quotations, raise purchase requisitions and verify completed works in accordance with Shire procedures.
- Maintain accurate records relating to inspections, maintenance activities, contractor works, compliance requirements and asset condition information.
- Collect and maintain asset condition information, photographs and supporting documentation to support maintenance activities and asset records.
- Provide local oversight and coordination of contracted services, including cleaning, gardening, waste management and security services where applicable.
- Respond to urgent maintenance requests, facility-related incidents and service disruptions, coordinating appropriate actions and escalating significant issues where required.
- Liaise with facility users, community groups, contractors and internal stakeholders to support responsive and customer-focused service delivery.
- Ensure compliance with relevant legislation, regulations, standards, policies and procedures, including Work Health and Safety requirements.



- Identify hazards, report incidents and participate in risk management activities to promote a safe working environment for employees, contractors and community members.
- Provide operational and administrative support to the Facilities and Property team as required.

Duties

The position description does not act to limit or set specific duties required to fulfil this role, this document serves to describe the role, outline required outcomes and set expectations. All employees are required to have a flexible approach to their work, including undertaking work duties which may fall outside those required of this role. All employees must comply with reasonable and lawful directions.

Core Competencies

The following competencies are required of **all roles** within the Shire and are ranked to reflect differing levels of responsibility. These competencies reflect the Shire's Values of Respect, Openness, Teamwork, Leadership, Excellence, Health and Wellbeing which apply at all times, to all staff, in all roles.

Competency	Required Level
Health and Safety	Advanced: Develops Job Safety Analysis, Safe Work Method Statements and other safety procedures for own work area and related work areas. Train and coach others in safety procedures. At all times acts in accordance with the principles identified in the Local Government Act and State and Federal legislation.
Accountability	Advanced: Manages and plans own work but may perform work under limited supervision or direction. Work projects may be managed by more senior decision makers. Implements tools to keep track of a wide range of tasks, priorities, and due dates. May supervise or direct work of others in a single business unit. Given broad direction and limited guidance with performance measured against objectives.



Judgement and Decision Making

Intermediate: Work process and procedures generally routine, with exercise of some discretion. Decisions made may impact internal and external stakeholders. May make recommendations to more senior decision makers for complex or intricate problems in own work area and external matters. May make decisions on use of resources which may impact outside the work area or on clients. Applies knowledge from a wide range of rules.

Time Management

Advanced: Able to manage multiple competing tasks and prioritise amongst a range of functions. May assist others with time management.

Customer Service

Advanced: Effectively communicate with clients and members of the public and in the resolution of minor matters. The employee will reflect and always demonstrate the Code of Conduct of the organisation, its values and work with the highest level of integrity.

Financial Management

Intermediate: Develop or program small work area budgets, and monitor work area costs and spending, which may be subject to further review or require to be managed within an overall Department budget.

Leadership

Fundamental: Extent of leadership is setting a positive example through ones own actions to influence peers and supervisors.



Role Specific Competencies

These are the specific competencies required of the role.

Competency	Required Level
Problem Solving	Intermediate: Solve diverse problems which require assessment of a range of options having elements of complexity resolved using developed or learned skills and knowledge, acting at all times in accordance with management directives, policies of Council and legislative requirements.
Policy or Legislative Interpretation	Intermediate: Apply knowledge of policy framework to procedures and tasks, including providing advice and interpretation to staff and members of the public.
Supervision Skills	Intermediate: Supervise various functions within a work area or activities of a complex nature or lead large groups at the work face.
Conflict Resolution	Advanced: Able to resolve a predictable range of conflict of opinions where resolution is not immediate and negotiation skills are required.
Communications Skills	Advanced: Ability to write papers, presentations and other forms of written communication to suit a variety of audiences. Language will include more industry specific terminology. Able to participate in specialised discussions to resolve issues. Documents are expected to be formatted to a professional level.
Report Writing	Intermediate: Undertake initial or straightforward drafting of reports, submissions, or non-standard correspondence.
Administration Skills	Advanced: Able to set up administrative processes, including record keeping, filing, and tracking systems and train others in the use of these processes and systems



Policy and Procedure Development

Fundamental: Research, develop and recommend changes for internal procedures or work processes related to job function.

Project Management

Fundamental: Maintain records, filing systems, contract details, variation records and other support and control mechanisms within a project-based environment.

Licenses, Registrations, Memberships or Qualifications Required of Role

- Minimum C Class Driver's Licence.
- Current National Police Clearance (within 6 months of commencement).
- Desirable:
 - Trade qualification or relevant experience in building, maintenance, or facilities services
 - Qualification in facilities management, project management, property management or a related field.
 - White Card.
 - Provide First Aid

Experience, Skills, Knowledge Required of Role

- Demonstrated experience in facilities operations, building maintenance, property services or a related field.
- Demonstrated experience coordinating maintenance activities and contractor or service provider works.
- Demonstrated experience using work order, maintenance management or asset management systems.
- Sound knowledge of building maintenance practices and facility operations.
- Sound knowledge of Work Health and Safety legislation and safe work practices.
- Demonstrated ability to conduct facility inspections, identify defects and coordinate corrective maintenance actions.
- Demonstrated ability to identify maintenance requirements and coordinate timely rectification of defects and service issues.



- Strong organisational and time management skills, with the ability to manage competing priorities and meet operational deadlines.
- Demonstrated ability to maintain accurate records, documentation and administrative systems.
- Well-developed communication and stakeholder engagement skills, with the ability to build effective working relationships with contractors, community groups and internal stakeholders.
- Demonstrated problem-solving skills and the ability to exercise sound judgement within established policies and procedures.
- Proficiency in Microsoft Office applications and relevant business systems.

Confirmation

I have received, read, and familiarised myself with this position description:

Name _____

Signed _____

Date _____

Position descriptions may be reviewed on an annual basis, as part of the Shire's annual performance review process.

