

Facilities Officer

This position provides high level customer service and facility experiences to core users and stakeholders of UWA sporting facilities at Perth Campus, UWA Sports Park and UWA International Martial Arts Centre.

The Facilities Officer will deliver on action plans that raise the standard of both facilities and equipment to meet the world-class performance outputs of existing and future users.

Major Accountabilities

- To establish proactive systems and communication support networks that deliver outstanding customer, user and visitor experiences across all UWA sporting facilities.
- To process all regular use booking request for sporting facility access. This is inclusive of but not limited to internal bookings, UWA affiliate sporting club bookings, regular users and special events.
- In partnership with the Facilities Manager optimise the performance of all sporting facilities in the areas of usage, operating systems and revenue.
- To successfully administer the day to day operation of UWA Sports Park and IMAC.
- To successfully collaborate with special event customers on the delivery of safe, well planned and well managed events at UWA sporting facilities.
- Follow, implement and maintain up-to-date and streamlined documents, policies and procedures.
- To maintain and foster positive relationships with both internal and external stakeholders.
- To assist with weekly, monthly, quarterly and annual reporting.
- To meet occupational safety and health and other compliance requirements.
- To be a valued member of the UWA Sport team.

Key Responsibilities

Facility Coordination and Use - 50%

- Handle all regular and special event bookings, from the point of initial enquiry to booking delivery.
- Communicate with various internal team members, including front line service teams, regarding upcoming special event bookings, adjustments to regular user needs and more.
- In partnership with the Facilities Manager, coordinate and program short, medium and long term facility maintenance projects, keeping customer awareness and need at front of mind.
- Ensure payment for all regular and special event bookings are received in an efficient manner and in line with UWA Sport payment guidelines.
- Oversee the operations of the UWA Hockey Superturf, including but not limited to all training use, game day match controller services, game/match payment systems, facility staffing and ensuring the facility meets and maintains premiere grade standards as set by Hockey WA.
- Ensure necessary and suitable equipment is available for all bookings.
- Seek to implement and develop new initiatives that increase use of sporting assets.
- Work in collaboration with the Student Athlete and Clubs portfolio in supporting UWA affiliate sports clubs access and usage.
- Provide usage and financial reports when required.

Facility Presentation, Maintenance, Repairs and Facility Wide OHS - 20%

- Maintain and monitor cleaning standards and all grounds and facility maintenance and repairs.
- Submit and follow-up cleaning, maintenance and work requests as required.
- In partnership with the Facilities Manager, maintain an up-to-date register of short and long term maintenance requirements and a current database of work requests.
- Work in collaboration and maintain a positive working relationship with Campus Management and Ground staff.
- Support and assist with the delivery of events, and ensuring event organisers comply with University Policy, UWA Sport booking procedures and Council rules and regulations.

Customer Service and User Experience - 20%

- Provide regular and effective communication to all users and stakeholders.
- Ensure all parties are kept up-to-date with relevant activities and important events (including maintenance).
- Ensure regular engagement with all users and stakeholders.
- Provide adequate lead in time for season booking requests and review.
- Provide a timely response to enquiries and process booking requests within 24 hours.
- Maintain up-to-date and accurate client accounts.
- Develop initiatives to enhance the customer experience.

Occupational Health and Safety – 10%

- To comply with the University's, UWA Sport and other regulatory bodies' policies and procedures.
- To take reasonable care to ensure personal health and safety in the workplace.

Specific Work Capabilities (Selection Criteria)

Qualifications

- Relevant degree qualification or extensive experience in Sports and Recreation Facility Management or relevant associated field.

Experience

- Facility management and sports provision experience.
- Customer service and cash handling/cash register operation experience.
- Demonstrated experience in stakeholders and customer relationship management.
- Experience at the supervision of casual staff and volunteers.
- Demonstrated event management and coordination from concept to delivery.
- Well-developed communication, negotiation and inter-personal skills.
- Experience delivering outcomes within resource allocation and budget.
- Competent in the use of computers and a good understanding of their application in the sport and recreation industry. Ability to demonstrate initiative and flexibility.

Knowledge

- Working knowledge of facility booking and management software, preferably LINKS modular solutions.
- Good knowledge of the Sport and Recreation industry.
- Broad knowledge of the Health and Fitness industry
- Good knowledge of Sport Club activity and access requirements.

- Understanding of occupational safety and health issues.
- Sound knowledge of the university and/or university sports sector.

Other

- National Police Clearance.
- Working with Children.
- A Class C License First Aid Certificate (Desirable)

Contact details

Applications must be submitted to admin@sport.uwa.edu.au and the selection criteria must be addressed, as well as a cover letter.

Any applicant questions about the role can be directed to Sumari Dunn at admin@sport.uwa.edu.au

Applications close 12pm, 17 July 2017.

Position classification – salary level 3 (\$50,862)