

IDENTIFICATION

Position Title: **Coordinator Facilities (Soft FM) Services** Position Number: KPM002

Section: **Estates & Inf. Services Services**

Department: **Facilities (Soft FM)**

Location: **Laucala Campus**

Level: **Level 1**

Reports To: **Director E & I Services**

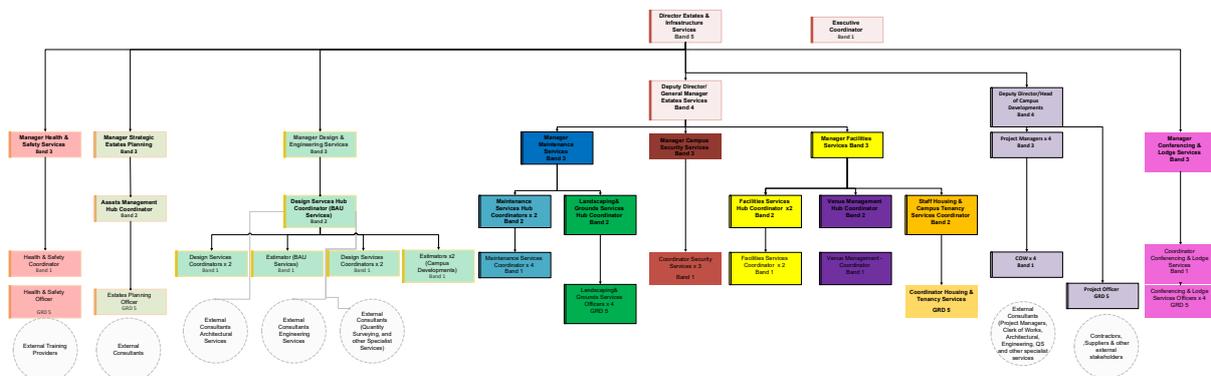
Supervised by: **Manager Facilities Services**

PURPOSE

The Coordinator Facilities Services – Kiribati Campus is responsible for the day-to-day coordination and delivery of soft facilities management services at USP’s Kiribati campuses, including Nauru, and Marshal Islands Campuses. This includes cleaning and janitorial services, waste management and recycling, pest control and hygiene services, and general upkeep of furnishings and finishings across academic, residential, and administrative spaces. The role also assists with conferencing, lodge, and security services within the hub. The role supports the Manager in implementing service standards and operational plans, and supervises three officers responsible for academic/library spaces, student housing and lodges, and administrative/shared spaces.

NATURE AND SCOPE

Kiribati Campus hosts the Hub for campuses in Nauru and the Marshall Islands, for its academic and research faculty, campus management, students and administration services where approximately 5% of USP’s built estate is located. This includes lodge and conferencing facilities. The coordinator ensures that services are delivered efficiently and consistently across diverse facility types, working closely with internal stakeholders and service providers. The role is central to maintaining a clean, safe, and functional environment for students, staff, and visitors, and contributes to sustainability and operational excellence.



KEY RESPONSIBILITIES AND PERFORMANCE INDICATORS

Key Responsibility Areas	Performance Indicators	% Weighting
Supervision of facilities officers and service teams	Timely and effective service delivery across all zones	25%
Oversight of cleaning, hygiene, and pest control operations	Compliance with health and safety standards	20%
Coordination of waste and recycling programs	Alignment with sustainability goals and waste reduction targets	10%
Upkeep of furnishings and finishings	Spaces are well-maintained and fit for purpose	10%
Support for conferencing and lodge operations	Positive feedback from residents and guests	5%
Stakeholder engagement and issue resolution	Responsive communication and service recovery	5%
Coordination with security services	Incidents are logged and escalated appropriately	5%
Monitoring and reporting of service KPIs	Accurate data and insights for management	5%
Emergency response and event support	Effective coordination during incidents and events	5%
Shared services performance tracking	KPIs and digital tools used to monitor service delivery	5%
Sustainability and emergency response coordination	Sustainability targets met and emergency plans implemented	5%

POSITION DIMENSIONS

Staff Supervised: 3 Facilities Officers and operational teams (cleaners, hygiene technicians, etc.)

Financial Authority: As delegated by the Manager

Non-Financial Authority: Oversight of daily operations, service standards, and team coordination

Internal Contacts	Purpose
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Internal Contacts	Purpose
Manager Facilities Services, Accommodation Services, Campus Life, Estates Helpdesk, Academic and Administrative Units	Coordination of facilities deliverables, compliance, feedback
External Contacts	Purpose
Contractors, Waste and Pest Control Providers, Regulatory Authorities	Compliance, Contract Management,

POSITION SPECIFICATION

Qualifications & Experience

- A bachelor's degree in the relevant Management, Business, Engineering, or related field with Minimum 3 years of relevant experience in facilities operations, including supervisory experience; or
- A diploma in the relevant Management, Business, Engineering, or related field with Minimum 7 years of relevant experience in facilities operations, with at least 3 years relevant management experience;
- Experience in managing cleaning, hygiene, and waste services in large institutions
- Familiarity with Pacific region operational contexts is desirable

Skills

- Strong coordination and team supervision skills
- Knowledge of hygiene, pest control, and waste management standards
- Proficiency in facilities management systems and reporting tools
- Effective communication and stakeholder engagement

Personal Qualities

- Service-oriented and proactive
- Committed to sustainability and continuous improvement
- Adaptable to diverse cultural and operational contexts
- Willingness to work flexible hours and respond to emergencies

Terms & Conditions / Position Environment

- Salary: Level/Band 1
- Length of Contract: 3 years (renewable)
- Allowances and Benefits: As per USP policy

Key Performance Metrics

Metric	Target	Frequency	Alignment with Manager Role
Cleaning Quality Score (via inspections)	≥ 90% compliance	Monthly	Supports campus-wide hygiene audit score
Waste Diversion Rate (recycling vs landfill)	≥ 60%	Quarterly	Contributes to regional waste diversion target
Pest Control Incident Resolution Time	≤ 48 hours	Ongoing	Matches SLA for pest control closure rate

POSITION DESCRIPTION

Furnishing & Finishings Maintenance Requests Closed	≥ 95% within SLA	Monthly	Supports upkeep standards
Student Housing & Lodge Satisfaction Score	≥ 80% positive feedback	Semesterly	Feeds into lodge satisfaction index
Service Request Response Time (Helpdesk)	≤ 24 hours	Ongoing	Supports dashboard accuracy
KPI Dashboard Reporting Accuracy	100%	Monthly	Direct input to shared services dashboard
Emergency Preparedness Drill Participation	100% of relevant staff	Annually	Supports emergency readiness
Staff Training Completion Rate	≥ 90%	Annually	Contributes to team certification goal
Sustainability Initiative Participation	≥ 2 campus-wide programs/year	Annual	Supports sustainability program implementation

ACCEPTANCE

Name: _____

Staff ID: _____

Staff Signature: _____

Date: _____

Supervisor's Signature: _____

Date: _____



28/01/2026