

IDENTIFICATION

Position Title: **Hub Coordinator Facilities (Soft FM) Services** Position Number: **WW3008**

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

Department: **Facilities (Soft FM)**

Location: **Samoa Campus**

Level: **Level 2**

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

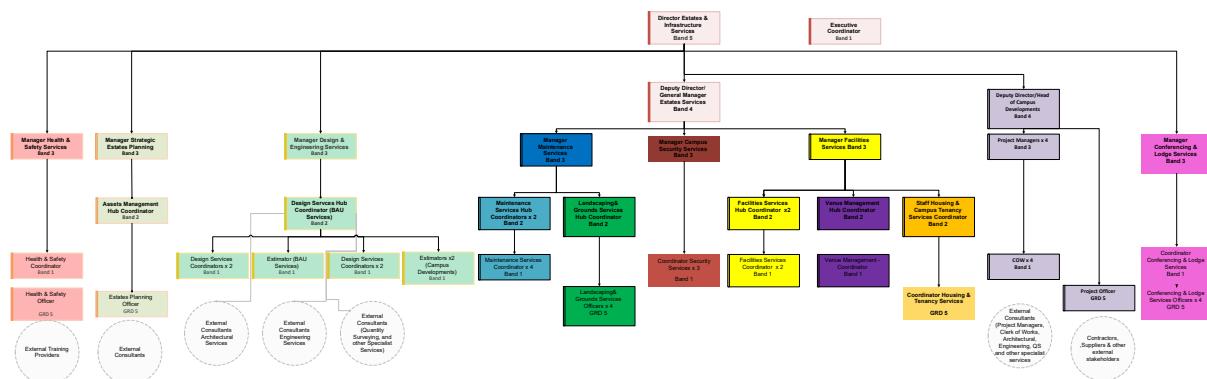
Supervised by: **Manager Facilities Services**

PURPOSE

The Hub Coordinator Facilities Services – Samoa Campus is responsible for the delivery of Facilities (Soft FM) Services, Venue Management Services, and Staff Housing Services across the Samoa Hub, which includes campuses in Tonga, Cook Islands, and Niue. The role also assists with conferencing, lodge, and security services within the hub. The position ensures consistent service delivery, supports operational efficiency, and contributes to a safe and functional environment for students, staff, and visitors.

NATURE AND SCOPE

Samoa Campus is the hub of campuses in Tonga, Niue and the Cook Islands, hosting academic & research faculty, campus management, students and administration services where approximately 13 % of USP's built estate is located. This includes 88 student beds and a sizable lodge portfolio and other ancillary services. The hub 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
Delivery of Facilities (Soft FM) Services across the hub	High-quality, timely, and compliant service delivery	25%
Venue management and event support	Venues are functional, accessible, and events are well-supported	15%
Staff housing operations and tenancy coordination	Occupancy and tenant satisfaction targets met	15%
Support for conferencing and lodge services	Positive feedback from guests and organizers	10%
Coordination with security services	Incidents are logged and escalated appropriately	10%
Monitoring and reporting of service KPIs	Accurate and timely reporting to Manager	10%
Stakeholder engagement and issue resolution	Responsive communication and service recovery	10%
Emergency response and preparedness	Effective coordination during incidents and drills	5%
Delivery of Facilities (Soft FM) Services across the hub	High-quality, timely, and compliant service delivery	25%
Venue management and event support	Venues are functional, accessible, and events are well-supported	15%

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
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 degree and postgraduate qualifications in Management/Business/Engineering or relevant discipline; and
- Four (4) years of relevant experience and management expertise; or
- A Diploma in Management/Business/Engineering or relevant discipline and
- Ten (10) years of relevant experience with at least 5 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 2
- Length of Contract: 3 years (renewable)
- Allowances and Benefits: As per USP policy

Key Performance Metrics

Metric	Target	Frequency
Cleaning Quality Score (via inspections)	≥ 90% compliance	Monthly
Waste Diversion Rate (recycling vs landfill)	≥ 60%	Quarterly
Pest Control Incident Resolution Time	≤ 48 hours	Ongoing
Furnishing & Finishings Maintenance Requests Closed	≥ 95% within SLA	Monthly
Venue Booking Fulfillment Rate	≥ 98% of confirmed bookings delivered as scheduled	Monthly
Event Setup Readiness	100% of events set up on time	Per Event

FORM 5.5.05A
POSITION DESCRIPTION

Staff Housing Occupancy Rate	$\geq 90\%$	Quarterly
Tenant Satisfaction Score	$\geq 80\%$ positive feedback	Annually
Service Request Response Time (Helpdesk)	≤ 24 hours	Ongoing
KPI Dashboard Reporting Accuracy	100%	Monthly

ACCEPTANCE

Name: _____

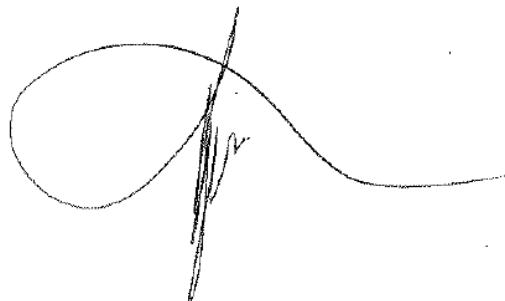
Staff ID: _____

Staff Signature: _____

Date: _____

Supervisor's Signature: _____

Date: _____



28/01/2026