

POSITION DESCRIPTION

IDENTIFICATION

Position Title: **Manager Facilities (Soft FM) Services** Position Number: LPM171

Section: **Estates & Inf. Services Services** Department: **Facilities (Soft FM)**

Location: **Laucala Campus** Level: **Level 3**

Reports To: **Director E & I Services** Supervised by: **GM Facilities Management Services**

PURPOSE

The Manager Facilities (Soft FM) Services provides strategic leadership and operational management of soft facilities management services across all USP campuses and centres in its 12 member countries. The role ensures consistent, high-quality service delivery through a regional shared-services model, covering cleaning and janitorial services, waste management and recycling, pest control and hygiene services, campus furnishings and finishings, venue management, and staff housing services. The position contributes directly to the University's objectives in sustainability, operational efficiency, compliance, and student and staff wellbeing.

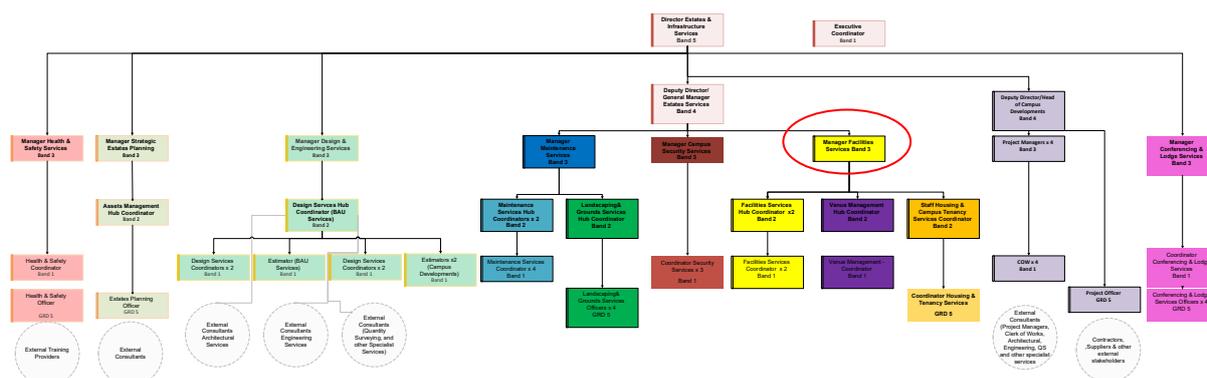
NATURE AND SCOPE

Estates & Infrastructure Services is responsible for the stewardship, functionality, and long-term performance of the University's physical environment across its geographically dispersed Pacific campuses and centres. The Soft Facilities Management function supports this mandate by delivering essential non-asset-intensive services that directly influence health, safety, wellbeing, service experience, and operational continuity.

The Manager Facilities (Soft FM) Services operates in a complex regional context characterised by diverse regulatory environments, varying infrastructure maturity, logistical constraints, and cultural considerations. The role provides a critical link between strategic estates planning and day-to-day campus operations, translating University standards and policies into consistent, locally responsive service delivery.

The position leads and coordinates a distributed workforce and a network of service providers, managing performance through service standards, contracts, audits, and digital reporting tools. Working in close partnership with campus management, accommodation services, OHS, finance, and external regulators, the role balances operational responsiveness with continuous improvement, sustainability objectives, and shared-services efficiencies across the University.

FORM 5.5.05A
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KEY RESPONSIBILITIES AND PERFORMANCE INDICATORS

#	KRA	Measures	Priority
1	Regional Service Delivery Quality and Compliance Ensure soft facilities management services are delivered consistently and reliably across all campuses, in compliance with approved service standards, regulatory requirements, and service level agreements, to support safe and effective University operations.	Campus service audits; SLA compliance reports; issue resolution logs	20%
2	People Leadership and Workforce Capability Lead, develop, and engage a geographically distributed workforce by setting clear expectations, building capability, fostering accountability, and promoting a culture of performance, safety, and continuous improvement.	Workforce plan; training and certification records; performance reviews	20%
3	Contract, Vendor, and Shared Services Management Plan, manage, and monitor third-party service providers and shared service arrangements to ensure value for money, service quality, risk mitigation, and alignment with University policies and objectives.	Active contracts; KPI scorecards; review meetings	15%
4	Health, Safety, Hygiene, and Environmental Compliance Ensure all soft FM services meet occupational health and safety, hygiene, biosecurity, and environmental compliance requirements, proactively managing risks and incidents to	Audit results; incident reports;	15%

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#	KRA	Measures	Priority
	protect staff, students, and visitors.	corrective action plans	
5	<u>Sustainability and Waste Reduction</u> Drive the implementation of sustainable soft FM practices, including waste minimisation and recycling initiatives, to support the University's environmental sustainability goals and regulatory obligations.	Recycling programs; waste diversion data; initiatives implemented	10%
6	<u>Financial Stewardship</u> Manage allocated budgets responsibly by planning, monitoring, and controlling expenditure, ensuring efficient use of resources while maintaining required service levels and achieving value for money.	Budget tracking reports; variance analysis	10%
7	<u>Stakeholder Satisfaction and Service Experience</u> Build productive relationships with internal and external stakeholders by providing responsive, customer-focused services and addressing issues in a timely and professional manner to enhance overall service experience.	Satisfaction surveys; response tracking; engagement forums	5%
8	<u>Operational Reporting and Digital Enablement</u> Ensure accurate, timely, and meaningful operational reporting through the effective use of facilities management systems, dashboards, and digital tools to support informed decision-making and continuous service improvement.	Dashboard and digital tools usage reports; dashboard accuracy checks	5%

POSITION DIMENSIONS

Staff Supervised: 10–20 (including cleaners, hygiene technicians, waste management staff, and campus-based facilities officers)

Financial Authority: As delegated by the Director

Non-Financial Authority: Oversight of service standards, operational procedures, and team coordination

Internal Contacts	Purpose
Director E&I, Campus Managers/Coordinators/Officers, OHS Manager Maintenance Services, Hub Coordinators, School Administrators, Section Administrators, Student Halls Management, Staff Housing Tenants, Estates Helpdesk, Finance Officers, Campus Management, Staff and Students.	Coordination of Services delivery, response to queries, feedback
External Contacts	Purpose
Soft FM Contractors, Vendors, and Suppliers, Local Councils, Regulatory Authorities, General Public	Service Delivery, Compliance, Contract Management, response to queries

POSITION SPECIFICATION

Qualifications & Experience

- A degree and postgraduate degree in a relevant Management, Business or Engineering field with 5 years of relevant experience, including in a leadership role; or
- a bachelor’s degree in a relevant Management, Business or Engineering field filed, with 8 years of experience, including 5 years in a supervisory capacity
- Experience managing multi-site operations and service contracts
- Familiarity with Pacific region operational contexts is desirable
- Preferred certifications: CFM (Certified Facility Manager), FMP (Facility Management Professional), IOSH

Skills:

- Strong understanding of hygiene, waste, and pest control standards
- Excellent team leadership and coordination skills
- Proficiency in facilities management systems and reporting tools
- Effective communication and stakeholder engagement
- Experience with sustainability planning and digital tools for service tracking

Personal Qualities:

- Service-oriented and proactive
- Committed to sustainability and continuous improvement
- Adaptable to diverse cultural and operational contexts
- Willingness to travel across the region as required

TERMS & CONDITIONS/POSITION ENVIRONMENT

Salary: Level/Band 3

Length of Contract: 3 years (renewable)

Allowances and Benefits: **15% gratuity**

Key Performance Metrics

Metric	Target	Frequency
Regional Service Delivery Compliance	≥ 95% campuses meeting service standards	Quarterly
Cleaning & Hygiene Audit Score	≥ 90% across all campuses	Monthly
Waste Diversion Rate (Recycling vs Landfill)	≥ 65%	Quarterly
Pest Control Incident Closure Rate	≥ 90% within SLA (48 hrs)	Monthly
Lodge & Housing Satisfaction Index	≥ 85% positive feedback	Semesterly
Venue Booking Fulfillment Rate	≥ 95% of requests fulfilled on time	Monthly
Staff Housing Occupancy Rate	≥ 90% occupancy with minimal complaints	Quarterly
Shared Services Performance Dashboard Accuracy	100%	Monthly
Staff Training & Certification Completion	≥ 50% of team certified or trained	Annually
Sustainability Program Implementation	≥ 3 initiatives across campuses	Annual
Budget Utilization Efficiency	≥ 95% of allocated budget used effectively	Quarterly
Emergency Response Readiness	100% of campuses with active plans and drills	Annually
Stakeholder Engagement Score	≥ 80% satisfaction from internal stakeholders	Annual
Digital Tool Adoption (CMMS, dashboards)	≥ 90% of campuses using tools	Quarterly

ACCEPTANCE

Name: _____

Staff ID: _____

Staff Signature: _____

Date: _____

Supervisor's Signature: _____

Date: _____



28/01/2026