FORM 5.5.05A

POSITION DESCRIPTION

IDENTIFICATION

Position Title: **Officer Facilities (Soft FM) Services Position** Number: (**NEW)**

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

Location: **Laucala Campus** Level: **INJ Grade 5**

Reports To: **Director E & I Services** Supervised by: **Facilities Coordinator Laucala**

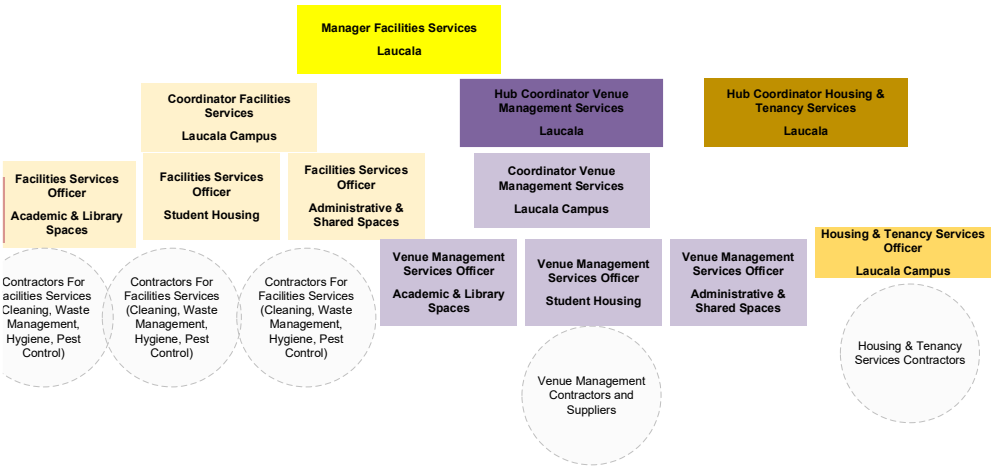
PURPOSE

To deliver high-quality soft facilities and accommodation services that create clean, safe, and supportive environments at USP Laucala Campus, enhancing the student experience and enabling student success.

NATURE AND SCOPE

Laucala Campus hosts the University headquarters, most of its teaching and research staff, senior management, students and administration services where approximately 67% of USP's facilities are located. This includes over 1100 student beds and a sizable lodge portfolio and other ancillary services.

The Facilities Officer, is one of a team of three Facilities Officers, reporting to the Coordinator Facilities – Laucala Campus and is responsible for the day-to-day delivery of Facilities (Soft FM) Services including for Halls of Accommodation at USP's Laucala Campus. The incumbent will work closely with local service providers, contractors, and campus stakeholders to ensure consistent service delivery aligned with USP standards. The position will ensure that campus and accommodation facilities are clean, safe, functional, and well-maintained for students, staff, and visitors. The role is operational in nature and supports strategic initiatives led by the Coordinator Facilities.



KEY RESPONSIBILITIES AND PERFORMANCE INDICATORS

Key Responsibility Areas	Performance Indicators	% Weighting
1. Delivery of Day-to-Day Soft Facilities Management Services. *(Cleaning, waste management, grounds, pest control, hygiene, presentation)*	• ≥ **95% compliance** with Soft FM standards based on scheduled monthly audits. • ≥ **92% cleanliness score** in student/staff feedback surveys each semester. • **Zero critical hygiene breaches** reported through Estates Helpdesk. • ≥ **90% of daily cleaning tasks** completed and logged by contractors within SLAs. • **95% on-time completion** of scheduled grounds maintenance activities.	40%
2. Support for Accommodation & Residential Facilities Operations.	• **100% of hall inspections** completed as per monthly schedule. • **≤ 48 hours** average closure time for minor accommodation issues (e.g., pest, cleaning, hygiene). • ≥ **90% room readiness score** during student check-ins. • **Zero repeated issues** for flagged rooms within the same semester. • ≥ **90% compliance** with accommodation presentation and hygiene standards.	30%
3. Contractor Coordination & Performance Monitoring.	• **100% of contractor work orders** completed within SLA timelines. • **Quarterly contractor performance reviews** completed and documented on time. • ≥ **95% compliance** with contract scope and service-level requirements. • **Zero critical non-compliance incidents** by Soft FM service providers.	10%

Key Responsibility Areas	Performance Indicators	% Weighting
	• **Monthly performance dashboards** submitted with actionable recommendations.	
4. Issue Resolution & Stakeholder Service Delivery.	• ≥ **90% of helpdesk requests** responded to within 2 hours (triage). • ≥ **85% of logged FM issues** resolved within agreed SLA timeframes. • **Customer satisfaction rating ≥ 4/5** for Facilities Service interactions. • **Zero unresolved issues** older than 30 days unless escalated. • Evidence of **proactive communication** with residents, staff, and departments.	10%
5. Records Management, Reporting & Compliance.	• ≥ **95% accuracy** in reporting (logs, inspections, contractor sheets). • **Monthly FM reports** submitted by the 3rd working day of the month. • **100% of safety incidents** reported within 24 hours. • **Quarterly trend analysis** reports presented to Coordinator. • **Zero missing documentation** for compliance audits.	5%
6. Service Improvement & Student Experience Enhancement.	• **Two improvement initiatives** implemented per year (FM, cleaning, waste, customer experience). • Demonstrated contribution to **improved Residential Life satisfaction scores** each semester. • **Quarterly student engagement feedback** incorporated into FM planning. • Evidence of collaboration with	5%

Key Responsibility Areas	Performance Indicators	% Weighting
	Residential Life, *E&I Services*, **and service providers** to improve student comfort and wellbeing.	

POSITION DIMENSIONS

Staff Supervised: Cleaning and maintenance contractors (as applicable)
Financial Authority: As delegated by the Coordinator
Non-Financial Authority: Oversight of daily operations and service delivery

Internal Contacts	Purpose
Coordinator, Manager Facilities, Estates Helpdesk, Academic and Administrative Units	Coordination of facilities deliverables, compliance, feedback

External Contacts	Purpose
Contractors, Waste and Pest Control Providers, Security Services, Regulatory Authorities	Compliance, Contract Management,

POSITION SPECIFICATION

Qualifications & Experience

- A diploma in the relevant Management, Business, Engineering or related field with Minimum 3 years of relevant experience in facilities operations; or
- A combination of relevant experience and/or education/training.
- Experience cleaning, hygiene, and waste services in large institutions
- Familiarity with Pacific region operational contexts is desirable

Skills

-Practical knowledge of cleaning, pest control, and waste management
- Basic coordination and reporting skills
- Ability to work independently and follow service standards
- Good communication and stakeholder engagement

Personal Qualities

- Reliable and proactive
- Committed to service quality and safety
- Adaptable to local cultural and operational contexts
- Willingness to work flexible hours and respond to emergencies

Terms & Conditions / Position Environment
- Salary: Admin & Support Grade 5
- 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
Service Request Response Time	≤ 24 hours	Ongoing
Emergency Drill Participation	100% of relevant staff	Annually

ACCEPTANCE

Name: _____ Staff ID: _____

Staff Signature: _____ Date: _____

Supervisor's Signature: _____ Date: _____