

IDENTIFICATION

Position Title: **Officer Facilities (Soft FM) Services** Position Number: TCT038

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

Department: **Facilities (Soft FM)**

Location: **Tonga Campus**

Level: **INJ Grade 5**

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

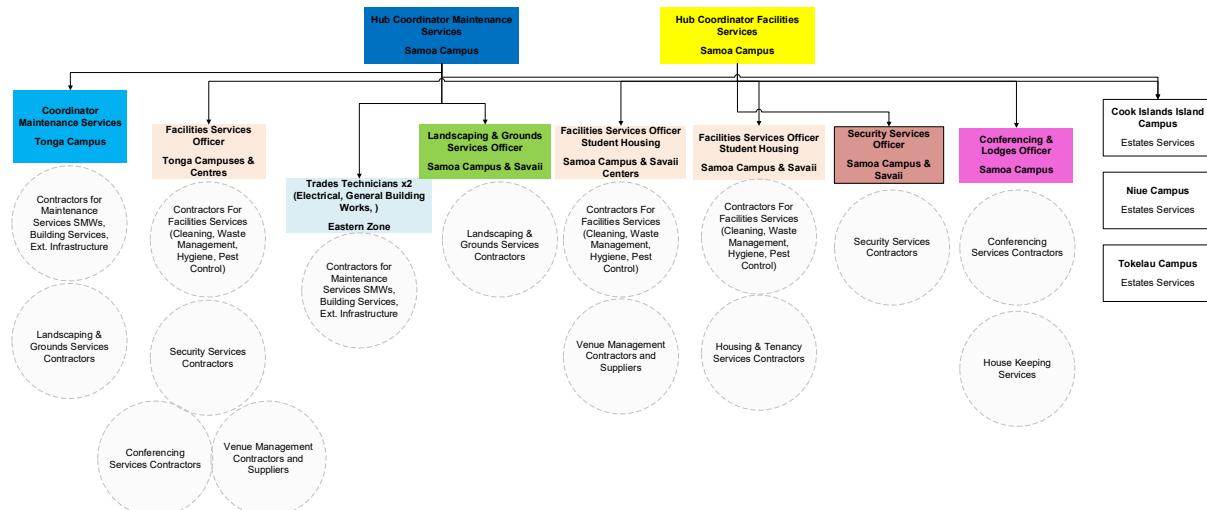
Supervised by: **Hub Coordinator Samoa**

PURPOSE

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

NATURE AND SCOPE

Tonga Campus is part of the Samoa Hub, which includes Niue and the Cook Islands. The Facilities Officer works closely with local service providers, contractors, and campus stakeholders to ensure consistent service delivery aligned with USP standards. The role is operational in nature and supports strategic initiatives led by the Hub Coordinator.



KEY RESPONSIBILITIES AND PERFORMANCE INDICATORS

Key Responsibility Areas	Performance Indicators	% Weighting
1. Delivery of Day-to-Day Soft Facilities Management Services. <i>(Cleaning, waste management, grounds, pest control, hygiene, presentation)</i>	<ul style="list-style-type: none"> • ≥ 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 Security Services, Venue Management and Conferencing Services Facilities Operations.	<ul style="list-style-type: none"> • 100% of venue inspections completed as per monthly schedule. • ≤ 48 hours average closure time for minor venue issues (e.g., pest, cleaning, hygiene). • ≥ 90% room readiness score during staff, student and visitors check-ins. • Zero repeated issues for flagged rooms within the same semester. • ≥ 90% compliance with venue presentation and hygiene standards. 	30%
3. Contractor Coordination & Performance Monitoring.	<ul style="list-style-type: none"> • 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 	10%

Key Responsibility Areas	Performance Indicators	% Weighting
	<p>Soft FM service providers.</p> <ul style="list-style-type: none"> • Monthly performance dashboards submitted with actionable recommendations. 	
4. Issue Resolution & Stakeholder Service Delivery.	<ul style="list-style-type: none"> • ≥ 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.	<ul style="list-style-type: none"> • ≥ 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.	<ul style="list-style-type: none"> • 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. 	5%

Key Responsibility Areas	Performance Indicators	% Weighting
	<ul style="list-style-type: none"> Evidence of collaboration with <i>Residential Life, E&I Services, and service providers</i> 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

FORM 5.5.05A
POSITION DESCRIPTION

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)	$\geq 90\%$ compliance	Monthly
Waste Diversion Rate (recycling vs landfill)	$\geq 60\%$	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: _____



28/01/2026