

POSITION DESCRIPTION

FACILITIES OPERATIONS OFFICER

POSITION DETAILS

Date of Position Description	March 2026
Position Title	Facilities Operations Officer
Position Grade	8
Directorate Business Unit	Corporate & Property Services Property & Assets
Reports to	Facilities Building Manager
Physical Requirements Category	Category 2 - Field Role with considerable Physical Requirements
Job Location	9 Wentworth Street, Parramatta (Council retains the right to alter locations should the operational need arise)

POSITION OVERVIEW

The Facilities Operations Officer will deliver and coordinate technical services across Council-owned buildings and facilities, ensuring their safe and effective operation to support community and business activities, including building operations, services and events, while providing high-quality customer service and being responsible for operational financial administration, including invoice and payment processing for facilities services.

This role will balance out-of-hours work requirements and daily work priorities within Council's flexible workplace policies.

KEY RESPONSIBILITIES

Role specific

- Manage contracts for building services to ensure contractors and vendors are performing against contract and service level agreement requirements.
- Plan, organise and co-ordinate services relating to the asset to ensure the works done achieve best value (optimal combination of quality, cost and community satisfaction).
- Be responsible for the accurate and timely day-to-day processing of invoices and payments for Building and Facilities services, ensuring compliance with Council systems, service standards, and financial controls.
- Use Council financial and asset management systems to manage invoices, payments, purchase orders and records for Building and Facilities contracts, ensuring accurate, auditable and timely financial administration.
- Support the continuity of facilities operations by ensuring financial processing for building services and contractors is completed accurately and on time.
- Program activities in consultation with other sections within Council to facilitate the smooth functioning of all operational work units.

- Coordinate the engagement of, and day to day supervision of internal and external contractors to ensure an integrated and consistent approach to delivering experiences to the community.
- Coordinate and cost workforce, equipment and other items required for the asset's technical operations and events, to deliver events that provide value to Council and the community.
- Coordinate and supervise the maintenance and replacement of technical resources and equipment to ensure the effective and safe operations of the asset.
- Assist in maintaining accurate, relevant, up to date and secure computerised databases relating to the operation of the section to maintain quality record keeping and data integrity.
- Provide technical expertise on a wide range of issues dealing with building facilities, and conduct inspections of all Council building facilities to develop and implement preventative maintenance and capital works schedules
- Deliver works in accordance with professional and safe operational procedures, training and workload responsibility to ensure safe, high quality experiences for users of the asset.

Baseline

- Ensure that all practices are up to date with current and pertinent legislation, statutory regulations and better practice to ensure a subject-matter-expert mindset is adopted and promoted to all stakeholders.
- Promote continuous improvement and innovation in practices, optimisation of technology, procedures and recommendations with the aim of providing better service to the client base in line with the organisation's values.
- Actively demonstrate Council's values in all duties and responsibilities.
- Promote and maintain effective relationships with all external business partners including community organisations, contractors, State and Federal authorities.
- Ensure to take reasonable care of the health and safety of yourself, employees, visitors, contractors and volunteers whilst at work, and cooperate with the organisation to comply with WHS legislative obligations.
- Promote the value of diversity and inclusion in all practices, engaging with and integrating the views of others.
- Contribute to customer service and organisational effectiveness, by acting ethically, honestly and with fairness.
- Comply with Council policies, as amended from time to time.

KNOWLEDGE

Qualifications

- Tertiary qualification in building construction, a relevant trade or a related discipline or a significant amount of comparable industry experience.

Skills

- Comprehensive understanding of technical building services, site management, risk management and risk mitigation, public safety, security and crowd management.
- Exceptional ability to communicate, negotiate, build relationships and influence others with an engaging approach and technique.
- Comprehensive risk management and risk planning skills and ability to apply knowledge in the context of programming.
- Ability to foster and develop key relationships, coordinate multiple stakeholders and projects simultaneously, articulate vision and set appropriate goals to deliver results.
- Advanced problem solving and decision-making ability, including confidence in working with leaders to resolve high priority, and often sensitive and complex issues and conflict.

Experience

- Significant experience in technical building services, with a proven track record of achieving objectives.
- Advanced MS Suite skills, including Word, Outlook, PowerPoint and Excel.
- Experience providing operational financial administration support, including invoice and payment processing, within a facilities, property or asset management context.
- Demonstrated experience in working with diverse, multidisciplinary teams and delivering services to a high standard to meet financial and other business performance criteria.
- Experience in delivering projects while being able to work with multiple stakeholders in complex organisations, handling several projects simultaneously and being able to prioritise key outcomes and deliverables.
- Demonstrable detailed understanding of the relevant legislative and regulatory requirements applicable to the designated area and the ability to practically apply this knowledge.