

The University of Waikato Te Whare Wānanga o Waikato

POSITION DESCRIPTION

Facilities Support Co-ordinator

Reports to:	Maintenance Service Delivery Manager
Division:	Property Services
Tenure:	Permanent
Location:	Hamilton Campus
Date:	5 March 2026

Vision

Ko te tangata

A research-intensive university providing a globally connected, innovative and inclusive studenty experience in an environment characterised by a commitment to diversity, respect for Indigenous knowledge, and high levels of community engagement.

Values

Ko te mana o Te Whare Wānanga o Waikato ka herea ki tō tātou:

- Tū ngātahi me te Māori
- Mahi pono
- Whakanui i ngā huarahi hou
- Whakarewa i te hiringa i te mahara

The University of Waikato places a high value on:

- Partnership with Māori
- Acting with integrity
- Celebrating diversity
- Promoting creativity

1. GENERAL

The Property Services team forms part of the Corporate Services Group and manages the University's corporate estates portfolio to create an environment that strongly supports the operational and strategic goals of the University.

The Property Services Division is comprised of two portfolios:

Campus Development and Infrastructure

- Campus Development which provides strategic leadership in the ongoing development and management of the University's Campus Development Plan. This includes oversight and management of significant infrastructure projects, ensuring that all developments align with the institution's long-term vision and operational requirements.
- Space Planning and Management which is responsible for the strategic planning, allocation, and management of campus spaces to ensure optimal utilisation.

Campus Operations and Risk Management

- Facilities, Infrastructure, and Grounds Maintenance including not only the ongoing upkeep of all buildings and outdoor spaces but also the strategic stewardship of the University's physical assets to support the University's operations and long-term sustainability.
- Services which include fleet operations, mail handling, portering, and cleaning. These services are essential to the daily functioning of the University, contributing to organisational efficiency and a high standard of campus upkeep.
- Campus Security and Emergency Management which ensures the safety and wellbeing of all members of the University community through robust security measures and preparing for potential emergencies.
- Responsibility for University enterprise risk management activities and travel portfolio.

2. POSITION PURPOSE

The Facilities Support Co-ordinator serves as a member of the Facilities Services Team, acting as the primary point of contact for all Facilities related enquires and service requests.

The role includes key responsibilities such as:

- Act as a central first point of contact for Facilities Services, providing first class customer services, contractor sign in and induction,
- Coordinate and triage operational service requests and information flows, ensuring accurate capture of job details, timely assignment to appropriate teams, and clear, consistent communication with stakeholders.
- Provide essential administrative support; including processing fire isolation requests, supporting work order processes and updating asset data as required.
- Provide essential financial support completing required financial transactions, creating purchase orders, invoices and monthly journaling as required and in line with University processes.
- Support effective service delivery and performance reporting, proactively communicating outages and incidents and producing regular customer service and KPI reports.
- Co-ordinating the key request processes, ensuring all required data bases are updated, physical keys are managed and requests are processed as per agreed service levels,
- Contribute positively to team capability, safety, and continuous improvement, working collaboratively across Property Services, supporting a strong health and safety culture, and contributing to the improvement of business support systems and processes.

3. FUNCTIONAL RELATIONSHIPS

Internal: Director, Campus Operations & Risk Management
Business Administration Manager
Financial Services
Asset Manager
Campus Operations Managers and staff
Property Services Managers and teams

External: Contractors and suppliers

4. KEY RESPONSIBILITIES

Customer Service

- Deliver front desk services for contractor onboarding and sign-in procedures.
- Manage key request process and ensure the associated database remains accurate and current.
- Receive, triage, prioritise, service requests logged with Facilities Services, ensuring job details are accurate, assets are linked and are allocated to the appropriate staff or job managers.
- Provide stakeholders with prompt and comprehensive updates, making effective use of all communication channels.
- Proactively communicate any customer impacting planned or reactive incidents to key stakeholders.
- Generate regular KPI and customer service reports to assist with service delivery.

Administration

- Complete required administration to support activities such as; fire isolations, permit approvals, and other procedures, ensuring health and safety, compliance, and notification requirements are fully met.
- Complete required financial transactions to support operational teams, including raising purchase orders, processing invoicing, and completing journal transfers, in accordance with University financial policies.
- Ensure work orders are promptly updated as required, and that all relevant asset data is accurately captured.
- Monitor, follow up, and close out work orders, escalating delays or risks as required, and ensuring closure details and outcomes are clearly communicated to customers.
- When required to support operational continuity assist with asset data updates, work request updates, data analysis and provide backup to Property Services Administrator, and or Compliance Support Co-ordinator.

Team Contribution

- Work effectively as a member of the Property Services Team to support other team members and provide support and/or coverage of functions.
- Work collaboratively to encourage transparency across activities, open sharing of knowledge, and the building of positive relationships to support a high-performance culture.
- Work with other team members on projects.
- Work collaboratively to encourage transparency across activities, open sharing of knowledge, and the building of positive team culture to support a high-performance culture.
- From time to time provide back fill for the Facilities Compliance Co-ordinator to assist any time critical administration activities relating to BWOF or compliance deadlines.

Continuous Improvement

- Actively contribute to the ongoing development and improvement of systems and processes.
- Participate in business process improvement initiatives when required.

Health & Safety

- Participate in the maintenance of a safe and healthy work environment for self and others including students.
- Comply with and undertake responsibilities set out in the University's Health and Safety Policy.

Any other duties as required that are consistent with the position held, other than in exceptional circumstances such as rehabilitation after injury or sickness.

NOTE: Staff have an annual Objectives, Development and Reflection (ODR) meeting with their manager.

5. PERFORMANCE STANDARDS

The Facilities Support Co-ordinator will be performing satisfactorily when;

- Service requests are triaged, prioritised, and allocated accurately and consistently, with complete and correct information captured at first point of contact and minimal rework required by operational teams.
- Customers and stakeholders receive timely, clear, and professional communication, including acknowledgements, progress updates, outage notifications, and closure advice, across appropriate communication channels.
- Work orders are actively monitored through to completion, with follow-up undertaken as required, delays or risks escalated appropriately, and closures completed with accurate records and customer confirmation.
- Health and safety and compliance processes are applied consistently, including contractor sign-in, fire isolations, permits, and other required procedures, with no avoidable breaches or omissions.
- Systems and records (e.g. work orders, asset data, request databases) are accurate, current, and audit-ready, supporting reliable reporting and compliance assurance.
- Operational and customer service reporting is produced accurately and on time, providing meaningful insights into workload, service performance, and outstanding risks.
- Financial transactions are processed accurately and in accordance with University policies, with purchase orders, invoicing, and journals completed correctly and within agreed timeframes.
- Operational continuity is supported through effective teamwork, including providing backup cover, sharing knowledge, and contributing positively to team culture and morale.
- Issues, risks, and service impacts are identified early and communicated proactively, enabling timely resolution and informed decision-making.
- Continuous improvement opportunities are identified and acted upon, contributing to more efficient, reliable, and customer-focused support processes.

PERSON SPECIFICATION

EDUCATIONAL QUALIFICATIONS

Essential

- A relevant tertiary qualification and/or equivalent work experience in administration or office management.

SKILLS, KNOWLEDGE and EXPERIENCE

Essential

- Previous experience in an administrative support role (5 years minimum)
- Proven knowledge of computers and computing systems in a business environment, particularly, Microsoft suite.
- Strong customer orientation in customer engagement and interactions with teams and stakeholders
- Good oral and written communication skills, particularly within a business environment
- Good numeracy skills and proven ability to use spreadsheets.
- Full, clean driver's license.
- Excellent interpersonal and communication skills
- Advanced Microsoft Office skills, including Word, Excel and PowerPoint and Teams
- Commitment to equal opportunity and to the University's partnership with Māori as intended by the Treaty of Waitangi. Demonstrated awareness of Māori and Pacific cultures.

Preferred

- Some exposure to financial reporting, contract administration and project administration.
- Ability to apply information and communication technologies to achieve desired outcomes and maintain and update those skills.
- Familiarity with accounts payable/receivable processes, general ledger and financial reporting.

PERSONAL QUALITIES

- Consultative, inclusive and adaptable to successfully engage with a diverse range of stakeholders and at all levels of the organisation.
- Consistently develops and sustains cooperative working relationships.
- A desire to help others.
- High level of integrity, particularly in relation to confidential and sensitive information.
- Flexible attitude to work tasks and ability to maintain performance under pressure.
- Ability to monitor multiple tasks, prioritise and maintain progress.
- Knows where to obtain relevant information, check facts and data.
- Self-motivated and able to work without supervision or independently.
- Strong technical ability with systems and processes
- Collaborative team player that develops positive working relationships with colleagues and stakeholders/users
- Commitment to diversity principles and the University's partnership with Māori as intended by the Treaty of Waitangi.