

Position Description

Position Title:	Building Support Officer
Position Type:	Permanent, Full-time Alternating, 10am-6pm and 11am-7pm, Monday-Friday
Reports to:	Audio Visual Supervisor
Business Group:	Corporate Services
Location:	223 Anzac Parade, Kingsford and 22-32 King Street, Randwick
Reference Number:	09-1203
Date:	November 2009

JOB PURPOSE

The position provides building services support and audio visual support to staff within UNSW Global.

The Building support/ Audio Visual team provides a range of services to the Foundation Studies and Institute of Language Business Groups including classroom set-up, examination set-up, off campus deliveries, management of audio visual equipment and assisting management with reporting maintenance issues.

This position will alternate between the two sites and Randwick and Kingsford, on a five week rotation and/or as required.

ENVIRONMENT

UNSW Global is the not-for-profit international education, training and consulting company of the University of New South Wales (UNSW). Established in 1999, the company is a wholly-owned enterprise of UNSW. The company has a specific brief to support the international initiatives and activities of the University and to provide educational activities in the non-degree market. UNSW Global seeks to leverage and enhance the UNSW brand in all its activities, well beyond the University's national and regional boundaries and borders.

UNSW Global has three core areas of expertise:

- Education and training,
- Educational measurement and assessment, and
- Consultancy services

These activities are currently managed through seven business groups:

- UNSW Foundation Studies

- UNSW Institute of Languages (UNSWIL)
- Continuing Education and Learn4Life
- UNSW Study Abroad
- Educational Assessment Australia
- UNSW Global Consulting and Expert Opinion Services
- UNSW Global Networks and Recruitment

The Business Units are supported by a Corporate Services group with responsibility for new business development, financial management and reporting, human resources management, marketing and communications, IT and facilities management, corporate governance, student support and student welfare.

The company also manages the University's offshore operations in Hong Kong, India, Singapore, Thailand and Vietnam including the student recruitment firm Australian Education Consultancy Limited (AEC) in Hong Kong.

REPORTING RELATIONSHIPS

Unit Manager	Operation Manager (Building Services/ Facilities)
Manager's Title	Audio Visual Supervisor
Other Positions within the team	Building Support Officer (x2)
	Audio Visual Officer (part-time)
	Casual Staff

CONSTRAINTS/AUTHORITY LEVELS

The position operates within UNSW Global policy and procedures and in compliance with legislation including Copyright.

The position holds no financial delegation.

RELATIONSHIPS

Internal

- Directors of Studies
- Heads of Studies
- Manager, Teaching Operations
- Teaching staff
- Administrative staff
- IT Staff

External

- Students
- Audio visual service providers
- UNSW facilities and security personnel

MAJOR TASKS

Facilities

- Assist in the collection and delivery of mail across the Randwick and Kensington sites, Post Office – main campus, off-campus storage sites and equipment repair outlets.
- Classrooms/auditorium/seminar room setups – physically move equipment including tables, chairs, mobile white boards, audiovisual aids and other relevant equipment to the required specifications (candidates range up to 300 persons). Open and close the bi-fold doors in 223 Anzac Parade over two floors for exam and function setups.
- Move other materials as required such as archive boxes.
- Resolve problems such as AV equipment failure either by internal rectification or external repair/replacement.
- Communicate regularly with appropriate staff in relation to issues and problems as they arise eg: scheduling production bookings for various projects.
- Liaise with Security staff regarding Facilities issues and after-hours needs.
- Liaise with external suppliers and contractors as required.
- Report all non working light fittings, plumbing and signage requirements and observable maintenance and OH & S problems (ensure all building evacuation signs are appropriately displayed).
- Provide administrative assistance to Facilities projects.

Audio Visual

- With the Audiovisual Supervisor maintain Facilities operations and provide audiovisual support on a day to day basis.
- Service requests for off-air recording in accordance with Copyright regulations.
- Service requests for transfer, copying and editing of audiovisual materials.
- Transfer and setup of audiovisual equipment at designated locations of the UNSW campus for testing and examinations.
- Assist staff in the correct use of the audiovisual equipment and Facilities.
- Ensure security of audiovisual equipment in classrooms and storage areas.
- Assist in performing regular equipment maintenance and routine stocktake during break periods.

CHALLENGES

- To ensure AV support is at a standard where there is minimal disruption to teaching or program activity.
- To ensure technical resources are maintained, assessed, improved over time and new technology incorporated in overall unit planning.
- To assist and train staff and students to utilise AV equipment and facilities to their best advantage to enhance teaching and learning.
- To ensure facilities and set up for Testing is as prescribed, equipment is as requested, is functional and of an appropriate standard for a test environment.

SELECTION CRITERIA

Essential Criteria

1. Demonstrated organisational skills and ability to respond to issues in a timely manner.
2. Physical capacity to undertake all the duties specified in the position description, including minor lifting and work in a safe manner.
3. Demonstrated customer services skills.
4. Ability to work and communicate with a broad section of clientele from staff to overseas students as well as UNSW employees.
5. Current Australian driver's license.
6. Knowledge of EEO / AA and OH & S principles.

Desirable criteria

1. Previous experience working in a tertiary educational environment.
2. Experience with basic audiovisual production operations.

SALARY RANGE

An attractive remuneration package up to \$46,870 including 9% super, commensurate with qualifications and experience will be negotiated with the successful candidate.

OCCUPATIONAL HEALTH AND SAFETY STATEMENT

All staff are expected to comply with all health and safety policies and procedures of the company and take all reasonable care to ensure actions do not impact on the health and safety of staff and visitors to the company.

EQUITY AND DIVERSITY

All staff and students at UNSW Global are entitled to enjoy an environment that is fair and equitable and free from harassment. In order to achieve this, staff have the following responsibilities:

- foster a working environment that is respectful of workplace diversity; and
- cooperate with UNSW Global's activities relating to compliance with equal opportunity legislation.

Staff with management responsibility must take all reasonable steps to ensure that the work environment is free from discrimination, vilification, and sexual harassment.

CODE OF CONDUCT

UNSW Global is strongly committed to a set of values and behaviour that are key to the enhancement of the working environment for all staff. UNSW Global is committed to:

- the highest ethical standards;
- an environment free from discrimination and harassment; and
- respecting and valuing the diverse communities it serves.

UNSW Global seeks to have staff who:

- behave honestly and with integrity in the course of their employment;
- act with care and diligence in the performance of their duties;
- treat others with respect and courtesy;
- recognise each others worth;
- work and collaborate together to achieve common goals;
- refrain from any form of harassment or intimidation;
- display open and honest communication; and
- seek continuous learning.