

POSITION DESCRIPTION

JOB TITLE	Custodian
BUSINESS UNIT	Safety, Security & Information
REPORTING TO	Safety, Security & Information Manager
LOCATION	Armidale
AWARD COVERAGE	Miscellaneous Award 2020
DATE	June 2024

PURPOSE OF THE POSITION

With a focus on service excellence, the Custodian will contribute to the achievement of UNE Life strategic objectives through the delivery of varied services to the University and its stakeholders.

The Custodian will undertake general caretaker duties and may at times assist licensed security personnel in tasks that do not require security certification. Custodians will not undertake security duties, as determined in the Security Act. The role requires the flexibility to work nights, weekends, and public holidays.

ORGANISATIONAL CONTEXT

We are a wholly owned, not-for-profit entity of the University of New England (UNE) independently governed by a Board of Directors and led by a Chief Executive Officer. Put simply, we are a company that is also part of the University family.

Our mission at UNE Life is to provide an outstanding experience both on, and off our University campuses.

We are the bridge between the University and its many communities. We are a team that gets things done together with a focus on honesty and respect for one another.

One of our bigger success measures revolves around our commitment to quality service for the UNE and the wider community. We offer a unique set of services which are divided across 6 focus areas, these include:

- Student Experience – includes clubs & societies, our student-powered radio TuneFM, our independent student Advocacy & Welfare Services, and specific events & activations from orientation, to graduation.
- Commercial Services - includes our retail outlets, food & beverage services, event management & catering, and Belgrave Cinema.

- SportUNE – includes our state-of-the-art community gym, on-campus sporting facilities, and recreational facilities/activities.
- Safety, Security & Information - includes around-the-clock security services for the University.
- Corporate Services – includes Finance, People & Culture, Branding & Marketing, IT Management, and Contract Management.
- Health – includes UNE Healthcare Centre and UNE Life Health

UNE LIFE VALUES

We believe our values reflect who we are as a team. Alignment with these values is key to your success with UNE Life.

- Honesty – transparency builds trust
- Respect – yourself, others, and all we do
- We are a team – we get things done, together
- Never settle – we live for continuous improvement
- Surpass expectations – we focus on customer satisfaction
- We're committed – we do what we do because we believe in it.

KEY ACCOUNTABILITIES

1. Provide exceptional customer service, attending to all customers & stakeholders in a friendly and efficient manner.
2. Issue parking infringement notices in accordance with UNE's Pay for Parking & Restricted Parking rules and undertake required data entry related to these activities.
3. Monitor and check fire panels daily and as required.
4. Attend to fire panel isolations throughout the day as advised by the University and document as required.
5. Monitor and test internal communication instruments, including campus help phones, duress alarms, lift help phones, and the UNE Safe App.
6. Act as WHS champion by maintaining first aid kits, conducting workplace inspections, delivering Toolbox Talks, and completing required documentation.
7. Act as an RSA Marshall, Emergency Warden, or in other official capacities (including assisting with setup and pack down) at events & activities held by UNE Life.
8. Undertake general caretaker duties, as required including but not limited to raising and lowering flags on campus, maintaining the cleanliness of vehicles, and monitoring and maintaining appropriate content in common spaces, such as campus noticeboards.



9. Provide written reports on activities, as required.

Note: It is not the intention of the position description to limit the scope or accountabilities of the position but to highlight the key responsibilities of the position. The responsibilities listed above may be altered in accordance with the changing requirements of the role.

KEY RELATIONSHIPS

Direct Reports:

- N/A

External Stakeholders

- UNE staff
- Contractors
- Community - Public

Internal Stakeholders:

- UNE Life Colleagues

SELECTION CRITERIA

1. Proven commitment to delivering an excellent customer service & student experience.
2. Demonstrated interpersonal, negotiation, listening and communication skills with the ability to develop and maintain relationships with stakeholders from diverse backgrounds.
3. Proven organisational skills including the ability to manage workload.
4. Demonstrated ability to be flexible, to work proactively and cooperatively in a small team and to build productive working relationships.

SPECIAL REQUIREMENTS

1. Knowledge and understanding of WHS requirements.
2. Willingness to work weekends, nights, and public holidays.
3. Undertake SEINS training – Service NSW – for parking infringement duties.
4. Maintain a current Responsible Service of Alcohol competency card.
5. Undertake Emergency Warden training.
6. Maintain current First Aid certification.



7. Maintain current Mental Health First Aid certification – or willingness to obtain.

PERSONAL ATTRIBUTES

1. Sound communication skills.
2. A highly motivated individual with a friendly and approachable personality.
3. Must always be well presented and have a great work ethic.

POSITION DIMENSIONS

Work Health and Safety Statement

Cooperate with all health and safety policies and procedures and take all reasonable care to ensure actions do not impact on the health and safety of staff, students, visitors and members of the public.

Equal Employment Opportunity

Ensure that the principles of equal employment opportunities are implemented promoted and adhered.

EMPLOYMENT AGREEMENT

As the incumbent of this position, I have read the position description, understand its contents and agree to work in accordance with the requirements of the position.

Signatories	Name	Signature	Date
Staff member			
Supervisor			

