

Canberra Institute of Technology

Position Description

POSITION NUMBER:	P59940
CLASSIFICATION:	ADMINISTRATIVE SERVICE OFFICER CLASS 6
POSITION TITLE:	Facilities Operational Support Manager
DIVISION:	Enabling Services and Partnerships Division
COLLEGE/BRANCH:	Corporate Services
SECTION:	Facilities
SUB SECTION/COST CODE:	1639
IMMEDIATE SUPERVISOR:	Senior Manager - Facilities

ABOUT US

Canberra Institute of Technology (CIT) is a dynamic, modern, and diverse vocational education and training (VET) institute of learning - and plays a major role in the development of the ACT's future workforce and building its skill base. As the ACT's public provider of VET, we are the cornerstone of the local skills and training system and deeply embedded in our community. The critical role we play in the Canberra economy and society is demonstrated by the significant influence of our graduates and educators. Our alumni embody excellence and proficiency in their respective vocations.

At our core, we strive for inclusion, providing equal access to education and training and enabling anyone to pursue their learning and career goals. We are dedicated to supporting social inclusion, offering all who walk through our doors a sense of place and belonging, and the confidence to participate in the workforce.

Our strategic ambition is outlined in our [CIT Strategy 2025-2035: *Skilling for the future equipping you for life*](#). This strategy sets four objectives to guide our actions towards achieving our vision to be *renowned for our inclusive and dynamic approach to teaching and learning that meets the needs of students, industry and the community*. These strategic objectives are:

- Our training meets the skills needs of today, tomorrow and beyond.
- Our teaching and learning is leading edge and enhances student outcomes.
- Our people are equipped to achieve our strategy.
- Our foundations support the delivery of our strategy and enable future growth.

OUR PEOPLE

CIT cultivates its workforce to create an environment where our people thrive, are motivated and embrace leading roles in achieving our ambitions. Our values of student-centric, belonging, connection, excellence, integrity and wellbeing guide every decision and action that we take. They steer us towards our purpose and create a culture of trust, collaboration and accountability. These values are aligned to the ACTPS values and signature behaviours which are underpinned by the [ACT Public Service \(ACTPS\) Code of Conduct](#).

CIT is committed to building a diverse workplace through an inclusive workforce. As part of this commitment, Aboriginal and Torres Strait Islander peoples, culturally and linguistically diverse people, people with disability, and LGBTIQ+ people, are encouraged to apply.

ENABLING SERVICES AND PARTNERSHIPS DIVISION

The Enabling Services and Partnership division delivers a comprehensive suite of strategic, operational, and support services across CIT. It integrates functions including strategic finance, financial management and compliance, audit and reporting, human resources, industrial relations, procurement, corporate governance, risk management, commercial contract management, facilities and asset management, and information and records systems.

The division also supports work health and safety, student administration systems, and corporate compliance, ensuring CIT meets its obligations as a Territory Entity and Territory Authority to the ACT and Australian Governments.

This division plays a critical role in:

- Driving commercialisation and new market development to support sustainable future skills growth.
- Partnering with CIT's core business areas to deliver competitive, student- and customer-focused systems and processes.
- Generating commercial revenue and delivering accurate data to support informed decision-making.
- Designing and implementing initiatives that enhance business performance and process improvement—positioning CIT as a provider of choice.

CIT FACILITIES TEAM

The CIT Facilities Department is responsible for supporting the institute through the effective management and coordination of all CIT facilities operations. This includes capital works, building and grounds maintenance, security and access control, vehicle fleet management, energy management, environmental sustainability initiatives, contract management, and contractor work health and safety inductions.

The Department comprises project officers and operational teams based across CIT's facilities portfolio, ensuring the safe, efficient, and sustainable operation of all properties under CIT's management.

THE POSITION

The Cleaning and Security Services Operations Manager Support Officer will provide operational leadership and coordination across physical security, cleaning services, and campus operational support, ensuring all services are seamlessly integrated and delivered sustainably. Reporting to the Senior Manager – Facilities, this position is pivotal in the design, implementation, and ongoing maintenance of a clean, secure, efficient, and environmentally responsible campus environment.

The role will champion the adoption of sustainable cleaning and security practices, ensuring operations are consistently aligned with campus-wide sustainability objectives. It will also guarantee strict compliance with all applicable cleaning standards, safety regulations, and environmental requirements.

The Cleaning and Security Services Operations Manager Support Officer will be instrumental in guiding the transition to a fully insourced cleaning model across all campuses, ensuring robust alignment with ACT Government policy frameworks, CIT's operational requirements, and long-term sustainability ambitions.

Operational Context:

The role operates across multiple CIT campuses to ensure safe, clean, and secure environments for students, staff, and the community. Services are delivered up to seven days a week, between 5:00 am and 11:00 pm, requiring flexibility for after-hours, weekend, and on-call responsibilities.

The position involves direct liaison and coordination with security contractors, cleaning service teams, and CIT operational staff to ensure seamless service delivery, issue resolution, and adherence to contractual and compliance obligations.

Staff are expected to work closely with Facilities Managers, contractors, and internal stakeholders to balance workforce leadership, contract management, and compliance oversight. Duties are performed across classrooms, technical workshops, public spaces, and outdoor areas, with regular travel between campuses required to maintain operational continuity and service quality.

RESPONSIBILITIES

- Coordinate and manage daily cleaning and security operations across all CIT facilities, ensuring service delivery meets organisational, contractual, and legislative requirements.
- Exercise sound judgement and independence in managing priorities, resolving operational issues, and maintaining a safe, clean, and secure environment across CIT facilities.
- Act as CIT's primary liaison for ad-hoc, event-related, and reactive cleaning and security requirements, coordinating with the ACT Education Directorate cleaning team and contracted security providers to ensure timely and effective service outcomes.
- Undertake inspections and compliance audits using SafetyCulture, ensuring service standards, WHS requirements, and environmental obligations are met.
- Provide operational oversight and management of key Facilities Management ICT systems including Sine Pro, SafetyCulture, and FMI, ensuring data integrity, performance reporting, and compliance tracking.
- Act as the key manager and liaison between Facilities Management and CIT's ICT team to maintain, enhance, and troubleshoot FM IT systems, contributing to process improvements and operational efficiency.
- Support the planning and delivery of cleaning and security operations for new or redeveloped facilities, including the operational establishment of the Woden facility.
- Lead components of the transition to an insourced cleaning service model, supporting workforce planning, recruitment, onboarding, and capability development activities.
- Contribute to emergency management planning, risk assessments, and safety audits, providing advice and operational input consistent with CIT policy, WHS legislation, and ACT Government standards.
- Develop and maintain productive working relationships with Facilities Managers, ICT staff, contractors, and government partners to support high-quality, compliant, and sustainable facilities operations.
- Prepare operational reports, data summaries, and recommendations to inform management decisions, ensuring activities align with strategic and operational objectives.
- Undertake other duties as required consistent with the classification and role.
- This position may involve direct supervision of staff.

PROFESSIONAL AND PERSONAL CHARACTERISTICS

The following capabilities form the criteria that are required to perform the duties and responsibilities of the position.

Professional / Technical Skills and Knowledge

- Extensive experience in cleaning, security, and facilities operations, applying established policies, procedures, and best-practice service delivery across multiple sites, while providing operational leadership and acting as Facilities Manager when required.
- Proficient in coordinating and administering operational systems and digital platforms to support effective facilities management, including preparing accurate reports and dashboards for compliance and strategic planning.
- Comprehensive knowledge of Work Health and Safety legislation, environmental sustainability principles, and ACT Government policy frameworks, with the ability to integrate these into daily decision-making.

Behavioural Capabilities

- Understands operational priorities in the CIT context, contributing to planning and decision-making, and demonstrates sound judgement, professionalism, and compliance with relevant frameworks and standards.
- Effectively manages competing priorities to deliver timely, high-quality outcomes, champions continuous improvement, and drives digital capability uplift and operational efficiency.
- Communicates clearly, respectfully, and proactively with staff, contractors, ICT partners, and stakeholders, providing coordination and guidance to foster teamwork, accountability, and a positive workplace culture.
- Builds strong, productive relationships with stakeholders to support effective service delivery, collaboration, and issue resolution.
- Demonstrated ability to model the ACT Public Service values and signature behaviours, CIT Values (Student-Centric, Belonging, Connection, Excellence, Integrity, Wellbeing), ACTPS Code of Conduct and CIT's workplace health and safety (WHS) and behavioural frameworks.

QUALIFICATIONS AND EXPERIENCE

- Completion of a Criminal History Record Check prior to commencement.
- Possession of a current driver's licence and first aid certificate (or ability to obtain one) are highly desirable.
- Qualifications in Cleaning Operations, Facilities Management, or Work Health and Safety, Business Administration, Management or Security will be highly regarded.
- First Aid Certificate (desirable).
- Demonstrated capability using digital systems and technology for operational delivery, including:
 - Sine Pro (contractor and access management)
 - SafetyCulture (inspections, audits, and compliance reporting)
 - FMI or equivalent FM/work order system (asset and maintenance management)

