

Position details

Title of Position:	Facilities Assistant
Reports to (position title):	Facilities Services Manager
Division:	Assets
Function:	Facilities Services
Number of Direct Reports:	Nil
Grade:	2

Health, Safety & Wellbeing

ElectraNet is committed to co-creating a workplace of choice and enriching the communities in which we operate.

As an industry leader, ElectraNet is at the forefront of the clean energy transition. We are socially and environmentally ambitious, and our continued commitment to developing, operating and maintaining our network in a way that creates opportunities for people and nature to thrive is essential to achieving our vision of energising South Australia's Clean Energy future.

Our commitment also drives our focus to create a physical and psychosocial environment that supports the health, safety and wellbeing of our people.

We all contribute to ElectraNet's workplace culture and have a duty of care to ourselves and one another to work safely, assess and manage risk, courageously speak up and promptly report any unsafe working practices, hazardous working conditions or security threats and to collectively learn and grow from every opportunity.

Position Overview

The Facilities Assistant is accountable to the Facilities Services Manager and is responsible for supporting the operational delivery of all aspects of Facilities Services across ElectraNet's occupied sites.

The position is responsible for monitoring and managing the ServiceNow Request Portal, ensuring service requests are appropriately allocated and progressed. The role coordinates accommodation and space planning requirements across the business and provides broader administrative and operational support to the Facilities Services team, including back-up coverage during periods of leave, absence, and peak operational demand.

Key Responsibilities**Operational & Technical**

- Monitor and manage the ServiceNow Request Portal, ensuring service requests are appropriately allocated across the Facilities and Security teams.
- Emergency Response Management including facilitation of Fire Warden Training sessions with provider, maintain Fire Warden & First Aid listings across the business and on intranet site Maxwell, and assist in the updating of emergency management manuals.
- Facilitate monthly Facilities Operations Meetings including taking and sharing minutes.

- Coordinate and support accommodation and space planning requirements across corporate office locations, building effective stakeholder relationships to assess and deliver workspace solutions that are safe, compliant, and optimally utilised to meet organisational growth and operational needs.
- Manage staff relocations across ElectraNet's occupied sites, ensuring workplace moves are completed safely, efficiently, and with minimal disruption to employees and business operations.
- Liaise with external property managers regarding maintenance requests for leased property and car parks.
- Uphold and manage a current staff/contractor location list, including bi-annual workstation audits.
- Provide all archiving services to the business including distributing consignment lists, boxes, and sticker labels (ENet & archiving service provider labels), maintaining archive listing and arrange for archiving box collection and delivery.
- Review, action, and close IMS entries assigned to Facilities in conjunction with Safety and Sustainability as required.
- Maintain Facilities and Security content on ElectraNet's Intranet site Maxwell.
- Review, update and facilitate publishing of Facilities and Security procedures.
- Provide backup support for Contractor Induction Process for all Occupied Site contractors.
- General admin support to Facilities Services staff & reception/security.
- Perform other duties, commensurate with skills and classification level as requested.

Behavioural

- Build and maintain strong working relationships with and between internal and external stakeholders, delivering a high level of customer service.
- Create and develop a respectful workplace environment that values cultural diversity, innovation, open discussion and cross functional collaboration to help drive high performance.
- Lead by example; role model desired behaviour and priorities, demonstrate personal accountability for self-development and for achieving quality and timely result.
- Demonstrate behaviour that is consistent with ElectraNet's values, Code of Conduct and Acceptable Use of Technology Resources Policy while performing the role in a professional and ethical manner.
- Promote safe work practises that support the safety of all workers and the security of ElectraNet's assets, proactively reporting safety incidents, near misses and security threats.

Significant Working Relationships

- ElectraNet employees, leaders and teams
- External contractors and suppliers
- External Property Managers (leased properties)
- Reception/Security Staff
- Executive Assistants

Equipment & Technology Used

- Microsoft Office suite of products (Intermediate to advanced skills)
- F5M Emergency Management Portal
- ServiceNow and induction management system
- Incident Management System (IMS)
- File management system (OpenText, SharePoint)

Selection Criteria

Knowledge & Experience

Essential

- Applying theoretical and practical knowledge to solve commonly encountered problems
- Applying generally accepted concepts, principles, and standards in well-defined areas
- Undertake ongoing tasks being performed on either a daily/weekly/monthly basis
- Experience working in a similar administration or support role.
- Strong customer service skills with the ability to communicate effectively with internal and external stakeholders.
- A positive and flexible attitude with a willingness to take on a wide range of tasks and adjust to competing priorities.
- Intermediate skills in Microsoft Office suite of products; and
- Experience in utilising and maintaining various systems and databases.
- Demonstrable ability to work as a team member and actively promote office harmony
- Flexible approach to working hours and after-hours commitments

Desirable

- Flexible approach to working hours and after-hours commitments
- Electricity Industry background an advantage
- Minimum 3 years' experience, in Discipline related role
- Facilities Management industry background an advantage

Qualifications

- A certificate in business (administration) or relevant discipline, and/or equivalent experience (essential)

Background Checks

- Pre-employment checks, including background and security checks (such as global criminal checks) are required for this position, completed prior to commencement and repeated on a regular basis after appointment.

NOTE: Copies of the above listed qualifications/licences/certificates are required as evidence on appointment.