



Position Description – Minor Works Coordinator

Position Details

Position Title: Minor Works Coordinator

College/Portfolio: Operations **School/Group:** Property Services Group

Campus Location: Primarily based at RMIT City campus, and the potential to work across other RMIT campuses as required.

Classification: HEW 7 **Time Fraction:** 1.0

Employment Type: Continuing

Reporting Line: Senior Minor Works Manager

No. of Direct reports: nil

RMIT University

RMIT is a global university of technology, design and enterprise, committed to creating transformative experiences for students and making a meaningful impact through research, innovation, and engagement. For more information on RMIT University follow the links below.

<https://www.rmit.edu.au/about>

<https://www.universitiesaustralia.edu.au/university/rmit-university/>

<https://www.rmit.edu.au/about/facts-figures>

Our campuses in Melbourne (City, Brunswick, Bundoora, and Point Cook) are complemented by international campuses in Vietnam and a centre in Barcelona, Spain. We proudly acknowledge the Woi Wurrung and Boon Wurrung peoples of the eastern Kulin Nation on whose unceded lands our campuses are located.

We are deeply committed to reconciliation and Indigenous self-determination, embedding these values throughout our policies, culture and structures.

<https://www.rmit.edu.au/about/our-locations-and-facilities>

Why Join RMIT?

Our people are at the heart of everything we do. At RMIT, we value innovation, collaboration and impact. Our values are the heart (durrung) of who we are and what we stand for at RMIT. They guide what we do, how we make decisions, and how we treat each other.



Inclusion Imagination Integrity Courage Passion Impact

Learn more about our values: <https://www.rmit.edu.au/about/our-strategy/values>

Organisational Accountabilities

RMIT is committed to the safety, wellbeing and inclusion of all staff and students. As a staff member, you are expected to comply with all relevant legislation and RMIT policies, including those related to: Equal opportunity, Occupational health and safety, Privacy and trade practices & Child safety standards:

Appointees are responsible for completing all required training and ensuring that they and their team members remain up to date on relevant compliance obligations.

Staff are expected to understand and support RMIT's child safe practices as part of their professional responsibilities. More about our child safety commitment: <https://www.rmit.edu.au/about/our-locations-and-facilities/facilities/safety-security/child-safety>.

Leadership at RMIT

At RMIT, leadership is not defined by position or hierarchy—it is a shared responsibility demonstrated by all staff, regardless of role or title. Leadership is grounded in our six core values, which guide and shape how we work together, make decisions, and create impact.

Effective leadership means consistently integrating these values into everyday actions and interactions, whether influencing a project outcome, supporting a colleague, or leading a team. All staff are expected to embody the principles of the *Be–Know–Do* Leadership Model:

Be – We are open and authentic, inclusive and empowering. We are purpose driven role models and communicators.

Know – We are self-aware, and understand our stakeholders, our sector and priorities.

Do – We set clear direction and expectations, we develop ourselves and others and promote mutual accountability to deliver results.

At every level, leadership at RMIT is about influence, contribution, and mindset. It is reflected in how we empower others, foster collaboration, and drive positive change through capability-building and alignment to strategic goals.

College/Portfolio/Group

Property Services has approximately 75 staff and has responsibility for the operation, maintenance, utilisation and enhancement of buildings owned and leased by RMIT University. Property Services oversees construction projects and ensures the provision of physical facilities services. The Group has an operating budget in excess of \$75m and current capital projects are significant. RMIT's built environment involves approximately 124 buildings spread across all of RMIT's campuses and sites. The capital stock of the University is diverse and valued at approximately \$2 billion and includes heritage and other classifications.

Property Services (PSG) consists of the following areas:

- Property Operations
- Campus Strategy and Management
- Strategic Programming
- Capital Works & Development
- Facilities and Asset Management
- Commercial and Leasing

Position Summary

The Minor Works Coordinator is responsible for supporting the intake and triage process, and for coordinating, managing and delivering simple, service-based Minor Works (Tier 1) within the Property Services Group.

These are user-initiated, user-funded, low-cost changes to the physical environment that are typically reactive or locally driven and are intended to be delivered quickly using established panels and standard processes. Examples include:

- Minor services installs (power, data, AV, minor builders work-in-connection)
- Localised finishes, partitions, and upgrades
- Signage
- Furniture and small space adjustments
- Relocations

The role operates within a high-volume service environment, coordinating a large number of user-funded minor works and relocation requests across the University. These works are typically low-risk and repeatable.

The position is accountable for:

- End-to-end management of Minor Works requests, from intake through to completion.
- Supporting a simple, transparent and easy-to-navigate service experience for stakeholders.
- Supporting the intake and triage of Minor Works requests.
- Managing contractors and internal service providers to deliver Minor Works requests efficiently.
- Ensuring delivered works meet agreed scope, quality and stakeholder requirements, including inspection of completed works and management of any required defect rectification.
- Supporting data integrity, reporting and continuous improvement of Minor Works processes.
- Physical attendance onsite during specific relocation activities.

The role operates as part of a coordinated Minor Works resourcing model.

Key Accountabilities

Service Delivery and Management (Simple/Tier 1 Minor Works)

- Support the intake and triage of Minor Works requests.
- Manage the delivery of assigned Minor Works requests from intake through to completion.
- Ensure works are delivered in line with agreed timeframes, scope and service expectations.
- Support a high-volume workflow, managing multiple requests concurrently.

Stakeholder Management

- Act as a key point of contact for stakeholders throughout the delivery of assigned Minor Works requests.
- Liaise with internal teams (Capital Works, Facilities, IT, Security, etc.) and external contractors.
- Provide clear, timely updates and manage stakeholder expectations.

Contractor and Supplier Management

- Manage contractors and service providers to deliver Minor Works requests efficiently and in accordance with approved scope, quality standards and stakeholder expectations.
- Arrange site access, quotations and scheduling of works.
- Undertake site inspections during delivery and upon completion to verify that works have been completed in accordance with approved scope, quality requirements and relevant standards.
- Monitor contractor performance and ensure works are completed to the required quality, safety and compliance standards.
- Identify defects, incomplete works or non-conformances and coordinate rectification prior to completion and handover.

Quality, Risk and Compliance

- Take accountability for the quality and completion of assigned Minor Works requests.
- Manage delivery of Minor Works requests to ensure compliance with University policies, standards, statutory requirements and stakeholder expectations.
- Verify that completed works are fit for purpose and meet agreed scope, quality and operational requirements prior to close-out.
- Identify, manage and escalate delivery risks, quality issues and defects as required.
- Support safe work practices and adherence to OH&S requirements.

Financial and Administrative Support

- Coordinate quotation, purchase order and invoicing processes.
- Track costs and provide input into financial reporting as required.
- Ensure accurate and timely completion of administrative tasks and documentation.

Data, Reporting and Continuous Improvement

- Maintain accurate records of Minor Works requests, progress and completion
- Contribute to reporting on service volumes, performance and trends
- Identify opportunities to improve processes, templates and service delivery
- Support development of standardised forms, workflows and customer guidance

Selection Criteria

- Demonstrated experience managing simple, high-volume operational or service delivery activities within a complex environment
- Proven ability to manage multiple concurrent tasks and prioritise effectively under pressure
- Strong stakeholder engagement skills, with the ability to communicate clearly and manage expectations
- Experience managing contractors, service providers or operational delivery activities
- Strong organisational and problem-solving skills, with the ability to respond to changing priorities
- Experience working with systems and processes to manage workflow, tracking and reporting
- Ability to work independently while contributing effectively as part of a team
- Attention to detail and commitment to delivering high-quality service outcomes

Desirable:

- Experience in property, facilities, relocation, or minor works environments
- Ability to interpret drawings, layouts or scope documentation

Qualifications

Relevant qualification or equivalent experience in service management, project coordination, facilities, built environment or related field