

Job Description

6 May 25



Facilities Officer & Rostering Coordinator SBS Technology

Reports to: Facilities Supervisor

Direct reports to this position: N/A

SBS Values, Vision and Purpose

The [Facilities Officer & Rostering Coordinator](#) is responsible for undertaking their work in a way that reflects SBS's Charter, Vision and Values and complies with relevant SBS policies, procedures and practices. At SBS, we expect you to be audience obsessed, be bold and brave, embrace difference, participate fully and ensure that we look out for one another. We are all working together to fulfil SBS's purpose and create a more cohesive society.

Division Purpose – Technology

***SBS Technology** can be thought of as the 'engine room' of SBS. Our primary role is to enable and support the production, distribution, and transmission of content across television, radio, and online platforms. Our teams achieve this by working collaboratively to design innovative solutions and deliver end-to-end services for our business stakeholders.*

Role Purpose

The Facilities Officer & Rostering Coordinator will support the Studio Operations Manager and Facilities Supervisor with a primary focus on rostering staff in the Studio team, daily resource bookings and general management of internal facilities. The role is highly administrative and requires a significant amount of data entry and forward planning and is critical to the smooth running of our Studio Operations team and looking after the needs of our diverse range of clients.

Main Responsibilities



Facilitate and schedule the long term and day to day bookings and allocations of Studio Operations facilities and staff, mainly in the Studio Team.

- Roster Studio Team staff as required in accordance with the SBS Enterprise Agreement conditions
- Work with the Studio Team Manager & Supervisor to roster staff accurately and efficiently according to the needs of the clients and the overall business
- Ensure all rosters are accurate and a true reflection of work completed by staff and generate timesheets using the TANDA rostering system every fortnight in accordance with the TANDA timesheets and approvals schedule
- Track and enter relevant roster variations for approval such as overtime and leave requests
- Match facilities bookings to resource costing templates and quotes
- Facilitate and assist clients to book and utilise resources as required to meet their production requirements
- Forward plan and ensure that the ScheduAll booking system and TANDA rostering system are a true reflection of Studio Operations & facilities and resource utilization
- Develop and maintain ongoing communications with internal clients to ensure that they are provided with an efficient and customer-focussed gateway for allocation of their facilities needs
- Provide accurate and timely administrative support, reporting and data analysis as requested by the Facilities Supervisor, Studio Operations Manager and wider Technology Operations and Services Division
- Expand skill base, follow procedures, and provide support to the team, assisting with backfill where possible, to assist with the continuity of BAU and critical business requirements

Minimum requirements of the role (Insert e.g. years of experience; specialist qualifications/skills)

- Experience rostering staff within a busy shift work environment
- Ability to work professionally and effectively as part of a team with collective responsibility for the allocation and management of SBS TV facilities
- Ability to be able to manage the pressures of working in a deadline driven broadcast environment as part of a small efficient team
- Time management, efficiency, accuracy and forward planning skills
- Ability to be highly motivated with a meticulous eye for detail
- Well-developed written and verbal communications skills.
- Good organisational skills including self-motivation, the ability to work under pressure and to assume responsibility

Key relationships with other roles and external stakeholders

- Studio Operations Manager, Facilities Supervisor and Facilities Team
- Studio Manager and Supervisor
- Studio crew, both staff and casual
- Internal clients

Key Capability

Capability	Level	Behaviour
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<u>Collaboration</u>	Self	<ul style="list-style-type: none">• Displays a genuine intention to work co-operatively with others• Offers to help others achieve common goals• Makes an effort to understand the goals of others• Shares all relevant or useful information
<u>Customer Focus</u>	Self	<ul style="list-style-type: none">• Follows through on customer/client inquiries, requests or complaints• Distributes useful and up to date information to the customer/client• Determines the needs of the customer/client through probing and listening• Provides friendly, helpful service to the customer/client• Makes sure there is a clear understanding of the customer/client's needs• Offers appropriate solutions to the customer/client• Prioritises work goals that impact the customer/client directly• Diffuses customer/client problems
<u>Innovation</u>	Self	<ul style="list-style-type: none">• Generates original solutions to problems• Contributes to creative thinking and ideas• Makes suggestions to refine current processes and procedures to create optimum efficiency• Participates in the implementation of new processes and procedures that improve current performance
<u>Organisational Awareness</u>	Self	<ul style="list-style-type: none">• Considers how their role impacts both the department and the business• Understands the impact of organisational policies/procedures on the department• Considers both the business and customer perspective on various issues• Identifies key drivers and commercial opportunities within their department• Uses financial reporting information to drive performance
<u>Results Focus</u>	Self	<ul style="list-style-type: none">• Drives to meet objectives and standards• Identifies alternative possibilities when faced with obstacles• Stays focused on tasks that require considerable effort• Completes tasks within designated timeframe despite obstacles• Perseveres with routine and repetitive tasks without sacrificing quality or excellence

Workplace Health & Safety



In relation to Work Health & Safety, you must comply with your safety responsibilities as detailed in relevant Acts, Regulations, Standards, Codes of Practice and the SBS Safety Management System (SMS)

All workers are required to:

- Take reasonable care for own safety and safety of others
- Cooperate with policies and procedures and directions from management with regards to health and safety
- Where hazards are identified, report them to line manager and take corrective action where able
- Report all work related incidents to line manager within 24 hours of occurrence
- Ensure workers, visitors and clients are :
 - made aware of their WH&S responsibilities
 - have received adequate safety induction and other WH&S information, instruction and training to enable them to conduct their work safely
 - follow safe work practices