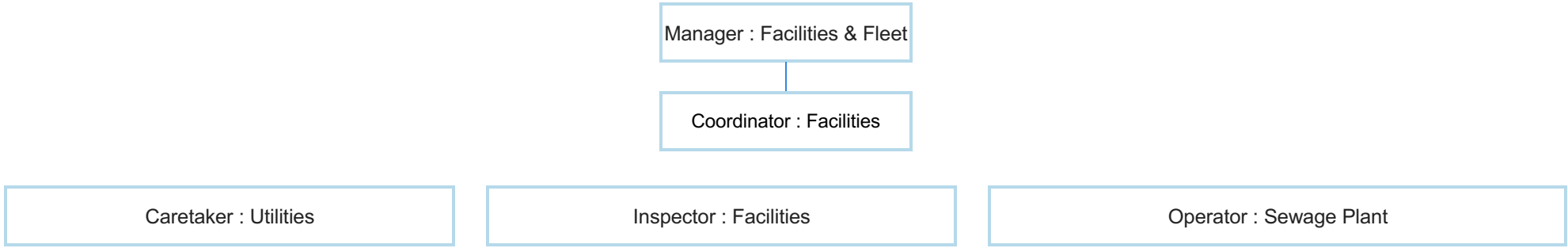
JOB PROFILE	University of Fort Hare *Together in Excellence*	

SECTION A: JOB DETAILS

JOB TITLE	Facilities t Supervisor
POST CODE	**PS34**
COMPILATION DATE	02 February 2025
LAST REVIEW DATE	13 September 2026
JOB STATUS (NEW/EXISTING)	
PEROMNES GRADE	
DATE OF JOB EVALUATION	**Infrastructure and Technology**
DIVISION	**Infrastructure and Technology**
ACADEMIC FACULTY/SUPPORT DEPARTMENT	Properties and Services
CAMPUS	**All campuses**
NAME OF JOB HOLDER	

SECTION B: ORGANOGRAM



SECTION C: PURPOSE

Supervises the facilities section which includes Facilities Maintenance coordination of the institution to ensure effective facilities

SECTION D: KEY RESULT AREAS

KEY RESULT AREAS (Areas of outcomes or outputs for which the role is responsible)	**% weight**	**RESPONSIBILITIES / ACCOUNTABILITIES** (What is done)	**ACTIVITIES/TASKS** (How it is done)	**KEY PERFORMANCE INIDICATORS/RESULTS** (A quantifiable measure used to evaluate the success of an employee in meeting performance objectives) (Timeframe, quality, quantity, productivity, financial, cost effectiveness)
1. Supervises own area of responsibility		Determines detailed priorities aligned with approved goals & plans		
		Participates in performance management, skills audits & staff development		
		Participates in interviews for filling vacancies with leadership & HR		
		Supervises the human resources as per structure		
		Discusses staff leave requirements & obtains approval from leadership		
		Arranges required resources, materials, tools, etc. to achieve objectives & plan		
		Participates in disciplinary hearings when required		
		Measures & controls portfolio outputs / results against objectives		
		Reports on staff queries & issues		
2. Residence Upkeep Coordination		Stays abreast with maintenance schedules & plans		
		Drafts a schedule/plan for cleaning & sanitation		

		Co-ordinate planning with student structures, workers, and service providers		
		Logs ticket for work order with regard to maintenance issues	Informing relevant parties of maintenance e.g., students, cleaning staff, etc. Arranging for room access Conducting preliminary visual inspection Checking that maintenance has been completed Following up with student/initiator regarding request	
		Coordinates cleaning & sanitation of residences	Processing requisitions residence cleaning needs Monitors execution of schedules according to set lists of cleaning activities	
		Monitors quality of work execution by service providers		
		Escalates complex issues for resolution to leadership		
		Follows-up with Maintenance regarding work orders		
		Administrates damage claims from persons responsible for student account		
		Reports on maintenance progress		
		Drafts reports to leadership on cleaning inspections/issues		
3. Physical Built Environment Maintenance Coordination		Plans maintenance of the physical environment (buildings & gardens)	Gaining approval for capital expenditure Planning and budgeting for office/workshop space Purchasing of approved assets	
		Coordinates maintenance of grounds	Maintains service contracts for sports fields and university grounds Liaising with stakeholders addressing specific needs	
		Coordinates the security services & quality thereof		
		Coordinates maintenance of residences, lecture venues, offices & other institution fixed assets	Checking adherence to SHE rules (e.g. fire extinguishers & emergency evacuation) Resolving issues and problems with regard to amenities, facilities Maintains an up-to-date asset register Liaising with stakeholders addressing specific needs Liaising with suppliers regarding cleaning, sanitation and maintenance	

			Liaising with suppliers to ensure a secure and safe working environment Checking that branding on offices is in good order Checking that information and files are secure Checking the safekeeping of files and information Coordinating the office space requirements and requests Coordinating refurbishing processes	
		Coordinates the maintenance of buildings/assets		
		Coordinates the cleaning/sanitation services		
		Monitors the safe usage of company vehicles & assets		
		Conducts regular inspections of offices, buildings, parking areas, yards		
		Recommends and obtains approval for upgrades and maintenance		
		Monitors, controls and reports fixed costs vs budget		

SECTION E: MINIMUM REQUIREMENTS

QUALIFICATION	Diploma in Built Environment / Facilities (NQF 6)
MINIMUM TOTAL YEARS EXPERIENCE	4 years related experience in Property & Facility Management
EXPERIENCE (TYPE & YEARS)	4 years related experience in Property & Facility Management
KNOWLEDGE	Knowledge of Health & Safety standards and legislation
PROFESSIONAL REGISTRATIONS OR LICENSE REQUIREMENTS	None
OTHER	

SECTION F: SCOPE OF RESPONSIBILITY

AMOUNT AND KIND OF SUPERVISION RECEIVED • **What is the job classification and working title of the supervisor? How, and to what extent is the employee's work checked?)**	

Do note that there is a difference between initial or special training and ongoing supervision.	
AMOUNT AND KIND OF SUPERVISION EXERCISED • **List the job classification and working titles of those directly trained and/or supervised by this person.** ***Explain how, and to what extent, the work of others is checked by the employee.***	
DECISIONS WHICH CAN BE MADE • **Level of autonomy and decision-making authority the employee has within their role**	
DECISIONS WHICH MUST BE REFERRED • **What are the specific types of decisions or situations where the employee is not authorized to act independently and must seek guidance or approval from their manager before proceeding.**	

SECTION G: CONTACTS

INTERNAL TO UFH **Indicate the INTERNAL contacts**	
EXTERNAL TO UFH **Indicate the EXTERNAL contacts**	

SECTION H: COMPETENCIES FOR THIS LEVEL (AS PER UFH COMPETENCY FRAMEWORK)

COMPETENCIES (AS PER UFH COMPETENCY FRAMEWORK)	**COMPETENCY**	**PERFORMANCE INDICATOR**
	Foundational Competencies	
	COMMUNICATION (VERBAL & WRITTEN) Ability to effectively communicate; both verbally and in writing, with individuals and groups. Ensure there is an effective flow of information in terms of awareness and understanding	Expresses ideas effectively in individual and group situations.
		Maintains continuous open and consistent communication with others
		listens actively and objectively without interrupting
		Expresses factual messages are clearly understood
		Picks up on non-verbal cues
		Writes reports that have a clear structure
		Written communications & emails are structured & grammatically correct

		Summaries are logically derived from the body of the report & includes a conclusion
		Adheres to organisational standards when sending communication
		The purpose of communication is clear
		Displays a high level of competence in presenting information
		Clearly presents proposals, work & ideas
	INTERPERSONAL CONFLICT HANDLING Able to anticipate, diffuse and resolve disagreements, confrontations, tensions and complaints in a practical and constructive manner in order to achieve results, solve service delivery	Establishes facts first, before drawing conclusions
		Facilitates the discussion & resolution of different views
		Does not shout or use inappropriate language
		Remains in control of emotions
		Displays respect even in difficult situations
		Addresses the problem and does not demean the person
		Chooses right time and place for discussion
		Operates within the values & frameworks set by the institution
	TEAM-WORK & COLLABORATIVE WORKING Ability to work co-operatively within a group and across UFH to achieve UFH goals in a respectful manner. The intention to work cooperatively with others, to be part of a team, to work together, as opposed to working separately or competitively.	Respects diversity
		Respects others opinions
		Understands & sets priorities to meet plans, priorities & team objectives
		Assists with outputs in tmes of pressure
		Is reliable
		Helps others in the achievement of a common goal
		Proposes systems & changes to procedure to facilitate achievement of objectives
	WORK MANAGEMENT Establishes a course of action for self and/or others to accomplish a specific goal. Effectively plan, schedule, prioritize and control activities; identify, integrate and orchestrate resources (people, material, information, budget, and/or time) to accomplish goals.	Knows own limitations
		Respects diversity
		Effectively plans, prioritses & organises work
		Is primarily engaged in work output/productive work during working hours
		Finds ways to overcome challenges
		Anticipates obstacles, risks, links & dependencies for plans & mitigation actions
		Can manage own work without constant supervision
		Maintains high productivity
		Asks for assistance if goals are unclear
		Adheres to policy & procedures
		Is willing to accept guidance from others
		Often walks the extra mile for the team or clients
		Takes corrective action if plans are impacted by unforeseen circumstances
		Is proactive
		Asks for assistance/guidance

		Monitors compliance to policy & procedure and standards
	Functional Competencies	
	INFRASTRUCTURE LIVING & LEARNING GOAL ACHIEVEMENT The ability to build & maintain a built environment conducive to living & learning for both staff & students in achievement of institutional infrastructure goals	Outdoor sports & recreational areas/fleet are well maintained
		Health & Safety Awareness programs are in place
		Technical engineering competencies are in place for the maintenance of infrastructure
		Maintenance (both planned & incidental) is measured & costs are tracked
		Maintenance (both planned & incidental) is timeously executed
		Internal & external lighting & hygiene issues are well-maintained & monitored
		Consumable stock for is controlled, managed & reported on
		Controlled access to institutional buildings & campuses is monitored
		Health, Safety & Environmental standards are monitored & implemented in business processes
		Health, Safety & Environmental concerns are considered priority
		Health & Safety signage is in place
VALUES	ACCOUNTABILITY	Seizes on-the-job development and training opportunities to stretch him/herself technically & professionally
		Creates and updates a development plan containing clear development objectives and a range of development approaches
		Personally feeds back on functional performance to the team and involves others in determining how to address issues
		Stays focused on the task in hand; delivers to the required standards & timescales in line with agreed commitments and obligations
		Complies with the University's regulations and rules
		Delegates responsibility, but takes accountabilty for resulting & compliance
		Monitors and measures progress in attaining results within established objectives
	EQUITY	Eliminates bias in dealing with colleagues/students & staff
		Equity & fair treatment is applied to all
		Empowers individuals to achieve their potential, based on their unique skills, competencies & abilities
		Provides guidance, advice & assistance to access opportunities/ programmes
	EXCELLENCE	Is accountable for actions taken and ensures that they are in full compliance with the University's regulations and rules
		Takes responsibility for own career progression & growth
		Is engaged and committed to team goals

		Builds the confidence of others to succeed either in their own capacity, or in the future success of their team, unit, department
		Shares knowledge with others
		Is committed to the achievement of the institution's goals
	INCLUSIVITY	Recognises & values the diverse contributions of others
		Strives to recognise & eliminate prejudice
		Collaborates freely & constructively with coworkers from diverse cultures & backgrounds
		Stays abreast with policy frameworks relating to diversity
	INTEGRITY	Abides by rules & regulations
		Consistently delivers work of high standard
		Takes responsibility for mistakes
		Fulfills commitments & obligations and are dependable & trustworthy
		Stands firm on values & integrity, even in the face of opposition or adversity
	PROFESSIONALISM	Is adaptable to change
		Communicates issues timeously & constructively
		Does not reflect negatively on the institution's reputation
		Projects a professional personal image
		Communicates plans & objectives timeously & effectively
		Does not reflect negatively on the institution's reputation
	RESPECT	Values and respects others
		Treats all colleagues with respect, regardless of seniority
		Considers the situation of others & displays empathy
	SERVICE CULTURE	Clarifies and understands client requirements
		Consistently complies with set goals, values & behaviours set for service excellence
		Complies with priorities set by managers & delivers work that meets/exceeds set standards
		Delivers on promises & commitments, i.e. "walks the talk"
		Assists team & others in delivering service to internal & external stakeholders
		Provides honest, transparent & open communication
		Assumes responsibility for staying abreast with service requirements
		Is proactive & enabling in the achievement of team goals
	SOCIAL JUSTICE	Assumes responsibility of applying the principles of social justice in the interaction with others
		Does not discriminate against or demean others
		Assumes responsibility of applying the principles of social justice in the interaction with others

		Behaves professionally & curteously
		Participates in opportunities to constructively voice concerns, provide input & to advocate for change
		Follows correct procedures for voicing injustice issues
		Acts consistently to bring about institutional change
	STUDENT CENTEREDNESS	Listens, understands & assesses student needs
		Communicates & provides timeous feedback to students regarding queries/issues
		Meets student needs with the appropriate solution
		Obtains feedback from students on service provision/issue resolution
		Resolves student issues & escalates problems if unsure of solutions
		Actively seeks to streamline & improve student service
		Disseminates correct & timeous information

SECTION I: JOB DESCRIPTION/JOB PROFILE

I, the post holder of this Job Profile, declare that I have read and understood the contents of this Job Profile. Furthermore, I agree to carry out any reasonable unspecified tasks related to this position and to carry out my duties with due diligence and care, paying attention to health, safety, quality, and regulatory requirements relevant to my position.			
AGREED BY			
	PRINT NAME	**SIGNATURE**	**DATE**
POSITION HOLDER			
DIRECT LINE MANAGER / SUPERVISOR			
OD MANAGER			