Guideline: Role of building custodian

Purpose

The purpose of this guideline is to provide Building Custodians a clear and defined role outlining their responsibilities and expectations.

Guideline

1. Act as first point of contact / responsible person for all notifications from the Facilities & Services Division supporting planned or reactive project & maintenance works in line with custodian’s building.

2. Prior to works commencement, represent both Facilities & Services Division and the respective building / College occupants to negotiate suitable access approvals and requirements supporting occupant business needs and project and maintenance works delivery.

3. Advise changes to space and buildings i.e. when space is repurposed from one use to another/change of occupant as well as any changes to the building i.e. removal of walls.

4. Report all maintenance requests and liaise with the Schedulers in the Facilities and Services Division to ensure that maintenance is carried out to an agreed standard.

5. Manage local security and building access arrangements and liaise with Security in Facilities and Services Division.

6. Influence building and infrastructure projects on behalf of the College, including refurbishment programs and maintenance programs in partnership with the Facilities and Services Division.

7. Where appropriate, manage bookings for lecture theatres, seminar rooms, and common building facilities.

8. Monitor cleaning standards and liaise with Cleaning, Waste and Recycling in Facilities and Services Division.

9. Monitor and report on grounds maintenance needs in the immediate vicinity of the building and advise Gardens and Grounds in Facilities and Services Division of issues/concerns.
10. Monitor use of parking space and ensure parking needs of official visitors to the building are met.

11. In partnership with the Sustainability Office in Facilities and Services Division, monitor energy use and misuse and encourage tenant/occupants to modify behaviour in order to achieve efficient use of waste/recycling and energy conservation issues.

12. Establish in conjunction with College/School/Service Division management an Emergency Planning Committee to ensure the facility meets its responsibilities under the ANU Emergency Response Procedure.

13. Please note: Depending on the structure of the College, the Building Custodian and College Facilities Manager/Team Member may be the same person. As a guide, the Building Custodian is a point of contact for a building/s, whereas the College/School Facilities Manager is a formal position within the organisation.

Facilities and Services Contacts

- Maintenance 02 6125 7943 fs.scheduler@edu.au
- Security 02 6125 2249 security@anu.edu.au
- Parking 6125 5349 parking@anu.edu.au
- Cleaning, Waste & Recycling 0416 249 772 fs.building.cleaning@anu.edu.au
- Gardens & Grounds 02 6125 5434 or 0416249826 gardens.grounds@anu.edu.au
- Space 02 6125 8972 space@anu.edu.au
- Fire 02 6125 9717 fire.safety@anu.edu.au