



# Infrastructure and Operations

## VISION

### Our Commitment

Infrastructure and Operations (I&O) work to enhance the University experience for staff and students through the proactive, sustainable development, maintenance and improvement of University facilities, grounds and amenities. Our management of the University's property portfolio and land holdings, and the implementation of campus and space master plans, enables I&O to support the strategic goals of the University to ensure research, learning, employment and economic opportunities are maximised.

### Customer Focused

I&O is committed to providing our customers with high quality, customer focused and commercially relevant facilities and services. In support of our commitment to our customers, the I&O Senior Leadership Team have committed to the implementation, maintenance and continual improvement of a quality management system in line with ISO 9001, ISO 14000 and AS 4801.

To drive continual improvement, I&O will continue to establish, monitor and review objectives and targets around enhancing customer satisfaction, improving the quality and delivery of our products and services, and improving our own internal processes.

### Compliance

I&O has a significant risk profile which includes obligations associated with OHS, environmental impacts and compliance obligations. I&O is committed to ensuring that the work we do complies with University policy, our legal obligations and any other relevant requirements.

## SERVICE OFFERING

The primary responsibility of Infrastructure and Operations is to plan, develop, operate and maintain the physical environment of the University. We are focused on a collegiate approach to strategic and sustainable future planning, integrated risk and quality assurance, space utilisation and maintenance service delivery.

### Facilities, Assets and Services

Responsible for the University's facilities and grounds through the delivery of maintenance, asset management, engineering, mail, cleaning, security and service desk operations. This includes proactive programs across all our campuses and responding in a timely manner to maintenance and repair requests.

### Project Design and Delivery

Plan and deliver building and space projects, from demolition and construction, to refurbishments and fit outs, to space allocation and move management.

The Department works in a highly collaborative environment, in consultation with staff and students to ensure that project outcomes enable and enhance excellence in professional service staff delivery and the teaching, learning and research experience for academic staff and students.

### Property and Economic Development

Drive the programme for commercial development of all campuses, growing revenue from existing and new assets, securing research, economic and employment partnerships through property transactions, and attracting external investment.

The department also manages all leasing activities for the University and provides strategic property advice.

### Customer and Relationship Management

Aligning to the University customer service framework, establish, implement and maintain a specific framework for I&O, and champion customer focus and service quality throughout the department.

Responsible for timely, effective communication and engagement programs to our customers to ensure we meet their needs in a way that maximises outcomes for the University.

### Master Planning, Sustainability & Systems

Create and maintain strategies and plans for the University including campus master plans, space master plans, transport and other strategic documents.

Lead environmental operations and sustainability focused initiatives and improvement programs across the University, for both built and natural environments.

Operation of the La Trobe Wildlife Sanctuary, improving biodiversity of the indigenous bushland which is the outdoor laboratory for the University, engaging students, staff, researchers and the local community in a range of visitor experiences.

Maintain and facilitate the continual improvement of I&O's management system and business processes.

Develop, implement and support effective facilities systems to support the delivery of all of I&O's work.

## PRIMARY CLIENTS

Our primary clients include:

1. All Staff and students
2. Office of the Vice-Chancellor
3. Vice-President (Administration)
4. Senior Deputy Vice-Chancellor and Deputy Vice-Chancellor
5. Pro Vice-Chancellor
6. Council Committees
7. Visitors