

A quick guide to the services of the  
**Estate Directorate**

**Division of Services and Resources**

The Estate Directorate plays an important role in planning, developing, maintaining and operating the James Cook University Estate. As well as providing a safe, compliant campus of which the JCU community can be proud, the Estate Directorate seeks to provide a sustainable environment which supports learning, teaching and research activities.

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Service Areas	Operations	Information Management, Space & Timetabling	Planning & Development	Asset Strategy & Maintenance
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<b>Services</b>	<ul style="list-style-type: none"> <li>Undertake scheduled cleaning of University buildings</li> <li>Maintain campus grounds</li> <li>Provide vehicles fleet hire service</li> <li>Manage campus parking service</li> <li>Provide security services including patrol and out of hours control room service</li> <li>Provide mail and freight service</li> <li>Manage the TropEco program</li> </ul>	<ul style="list-style-type: none"> <li>Manage Space Requests and occupancy events</li> <li>Liaise with stakeholders for minor work projects</li> <li>Support SSAF Peer to Peer projects</li> <li>Manage ED Information Systems and data usage</li> <li>Deliver the JCU Timetable and manage room bookings</li> <li>Oversee MEX system processing and delivery</li> <li>Maintain the Main Data base for Facility Management (FM Interact)</li> </ul>	<ul style="list-style-type: none"> <li>Campus Master Planning</li> <li>Capital works planning and delivery</li> <li>Infrastructure planning and management</li> <li>Functional briefing and design management</li> <li>Building information systems – GIS, REVIT, EDOC</li> <li>Custodian of JCU Design Guidelines</li> <li>Demand management (energy)</li> <li>Industry forum presentations</li> </ul>	<ul style="list-style-type: none"> <li>Provision of Asset Management Services including:</li> <li>Development of Strategic Asset Management Services i.e. frameworks, strategies, plans</li> <li>Provision of preventative and reactive maintenance to assets across the University's Portfolio</li> <li>Undertaking asset inspections to identify compliance and performance issues i.e. mould management, people with disability access, asbestos response, fire compliance</li> </ul>
<b>Key resources</b>	A mix of internal staff and external contractors skilled in areas of services provided.	Small team working across all divisions at JCU to establish relationships and engagement at all levels, Academic, Technical and Professional. All staff have a comprehensive and accurate knowledge of JCU Facilities, Space allocations and utilisation. Delivery of keystone data for students and academics via JCU Timetabling data	A diverse team of professionals situated on Townsville and Cairns Campuses, with extensive industry experience and qualifications. The team has expertise in a range of disciplines including, feasibility studies, planning, engineering, project management, procurement management, building design, and construction management.	Team of skilled employees capable in maintaining assets including engaging contractors to undertake works  Equipped maintenance workshop including the ability to store limited materials  Mobile plant and machinery capable of maintaining the University's assets