

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 Management Team have committed to the implementation, maintenance and continual improvement of a quality management system in line with ISO 9001, ISO 14000 and ISO 45001.

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 I&O 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 strategy and management of all operations and maintenance within the buildings, facilities and grounds in order to exceed the needs of the University community. This includes cleaning, waste, landscaping, security, electrical, mechanical, hydraulic, life safety, building fabric and civil works.

Net Zero

Responsible for the Net Zero program which is LTU's dedicated vehicle for reducing and eliminating carbon emissions by focussing on renewable energy generation, energy efficiency and optimisation. The program funds projects and initiatives that reduce the University's emissions. The program provides support and information for students, academics, staff and partners through both the Net Zero fund and La Trobe AI Platform (LEAP).

Master Planning, Sustainability & Systems

Delivering excellent leadership, service and support to our colleagues across I&O through strategy, policy, business improvements and productivity. We provide leadership and expertise in campus planning, urban design and sustainability across the University. We manage the Nangak Tamboree Wildlife Sanctuary providing land management, visitor experience and indigenous plant production services. We lead the management of the Occupational Health & Safety, Environment and Quality (OHSEQ) Management System for the Group as well as provide strategic and operational support and expertise in IT systems within and outside of our Group.

Development & Delivery

Responsible for planning and delivering projects across various facilities. The department works in a highly collaborative environment, in consultation with various internal and external stakeholders 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.

The department offers best practice advice around delivery methodologies and project solutions. We 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 provides strategic property advice.

University City of the Future

Responsible for strategic program management of initiatives within the University City of the Future program, including strategy development, business cases, prioritisation, benefits management, communications and delivery support.

Leasing

Interfacing with all departments within I&O and the broader University where required, the Leasing Team is responsible for managing all lease and license obligations to our partners, retailers, and co-located tenants across all University campuses and locations, where the University acts as both Landlord and Tenant. In addition to overseeing daily operations, the team coordinates the transition of incoming and outgoing tenants, aiming to foster a positive, safe, and well-organised community across all campuses.

PRIMARY CLIENTS

Our primary clients include:

1. All Staff and students
2. Office of the Vice-Chancellor
3. Chief Operating Officer
4. Senior Deputy Vice-Chancellor and Deputy Vice-Chancellor
5. Provost and Pro Vice-Chancellor
6. Council Committees
7. Partners
8. Visitors