

# JOB DESCRIPTION

## MAINTENANCE OFFICER

### ABOUT UNITING

**Our purpose:** To inspire people, enliven communities and confront injustice.

**Our values:** As an organisation we are **Imaginative, Respectful, Compassionate and Bold.**

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At Uniting, we believe in taking real steps to make the world a better place. We work to inspire people, enliven communities and confront injustice. Our focus is always on the people we serve, no matter where they are at in their life.

Our services are in the areas of aged care, disability, child and family, community services, and chaplaincy and we get involved in social justice and advocacy issues that impact the people we serve. As an organisation we celebrate diversity and welcome all people regardless of lifestyle choices, ethnicity, faith, sexual orientation or gender identity.

Uniting is the services and advocacy arm of the Uniting Church NSW & ACT and as such Uniting leaders understand, support and can express the mission and purpose of the Uniting Church.

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### ABOUT THE ROLE

This role is responsible for ensuring that all tasks are undertaken to support service delivery outcomes including the maintenance of property and land based assets, plant and equipment.

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### ROLE KEY ACCOUNTABILITIES

You will be an important member of the Asset Management team in the Property Department in:

- Coordinating and maintaining department/team management systems and ensuring relevant information is input on a consistent and regular basis.
- Conducting specialised studies as required, providing insights into the operation of the department/team and the organisation.
- Individual staff members should actively promote safe work practices in the workplace during all activities consistent with Uniting's policies and comply with all WH&S legislation, policies and procedures.

As the Maintenance Officer, your role specifically will:

- To enable care and accommodation services to be provided in a safe, sustainable and homelike environment through the timely undertaking of planned and unplanned maintenance,
- Ensuring that maintenance work undertaken is compliant with corporate standards and WHS,

- On a daily basis receive work requests for allocated facilities and services, using the CMMS.
  - Where necessary liaise with your Asset Coordinator to prioritise works.
  - Undertake building/property maintenance tasks as necessary and in a timely manner. Such tasks may be routine or planned and/or reactive.
  - Typical tasks may involve; replacing light globes, unblocking toilets and drains, changing tap washers, moving furniture, painting, waste disposal, general external cleaning etc.
  - Ensure all contractors attending sites have had appropriate site induction and are working safely.
  - Ensure that managers or their staff are advised when maintenance work will impact upon a service area.
  - Communicate effectively with residents, staff and families, being empathic and understanding of the needs of aged residents.
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## ABOUT YOU IN THE ROLE

Your classification:	Staff member (EA covered)
Your directorate:	Property
You'll report to:	Asset Manager

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## YOUR KEY CAPABILITIES

### Individual leadership

- **Improving performance** - Works with others and offers suggestions to find ways of doing the job more effectively.
- **Owning the job** - Takes ownership for all responsibilities and honours commitments within their own role and strives to achieve goals with a "can-do" attitude to levels of excellence.
- **Perseverance** - Remains committed to completing the job in the face of obstacles and barriers.
- **Timeliness of work** - Sets achievable timeframes and works to complete projects, tasks and duties on time.

### Business Acumen

- **Organisational Operation** - Displays awareness of Uniting's business objectives and understands how personal objectives relate to those objectives.
  - **Organisational Objectives** - Has broad awareness of Uniting's vision and values and how they apply to issues in the team.
  - **Develops and Grows the Business** - Understands team and organisational goals and works collaboratively with Team Members to achieve organisational goals.
  - **Makes Sound Decisions** - Analyses problems, seeks input from relevant people and then takes appropriate action to implement the most effective solution in a timely manner.
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## QUALIFICATIONS & EXPERIENCE

### Experience:

Typically this role will require 3 or more years' experience in your field of expertise. You will have excellent written and verbal communication skills, be organised, systematic, thorough, accurate and disciplined.

You will be continuing to develop in your area of expertise and be expected to provide innovative ideas to solve problems in your discipline. It is expected that you will be developing good skills at navigating a complex organisation, forging relationships, and managing through influence rather than direct authority as required.

- Trade qualification in a maintenance discipline or equivalent proven experience.
- Drivers Licence.
- Knowledge and understanding of legislation that relates to buildings, workplace health and safety.
- Detailed knowledge on the application and use of CMMS desirable.
- Demonstrated ability to maintain buildings and equipment to be compliant with legislation and/or corporate standards.
- Highly developed interpersonal and communication skills.
- Understanding of obligations of contractors.
- Computer skills.

**Even better:**

- Demonstrated experience in a maintenance role desirable.

<b>Employee Name:</b>		<b>Managers Name:</b>  <b>Title</b>	
<b>Date:</b>		<b>Date:</b>	
<b>Signature:</b>		<b>Signature:</b>	