

# Position Description

<b>Position Title:</b>	Building Maintenance Officer
<b>Classification:</b>	Band 5
<b>Business Unit:</b>	Sustainability Assets and Leisure
<b>Reports to:</b>	Coordinator Building Operations
<b>Status:</b>	Full time
<b>Approved by:</b>	Manager Works Depot
<b>Reviewed:</b>	February 2024

## 1. About the City of Glen Eira

The City of Glen Eira is located in Melbourne's south-east suburbs, approximately 10 kilometres from Melbourne's central business district. The City includes the suburbs of Bentleigh, Bentleigh East, Carnegie, Caulfield, Caulfield East, Caulfield North, Caulfield South, Elsternwick, Gardenvale, Glen Huntly, McKinnon, Murrumbeena, Ormond and part of the suburbs of Brighton East and St Kilda East.

Glen Eira has a vibrant and diverse community which is proud of its cultural heritage. It has 68 beautiful parks, 45 sporting ovals, 40 educational institutions, 35 strip shopping centres and almost 6000 businesses. It is home to more than 141,000 people and significant Melbourne icons such as Ripponlea, the Caulfield Cup, Yarra Yarra Golf Club, the Jewish Holocaust museum and much more.

## 2. About our Organisation

Glen Eira City Council aims to be an organisation that is high performing, values based and one that strives for innovation. We are proud of our achievements and have been recognised as an employer of choice over recent years. We endeavor to recruit people who share our values, are proud of the work they do and have a desire to make a difference to our community.

Glen Eira City Council is committed to reconciliation and supports Aboriginal and Torres Strait Islander aspirations. We encourage applications from Aboriginal and Torres Strait Islander people and value the knowledge, skills and talents they could share with our workforce and community.

Glen Eira City Council plays a leading role in taking strong action on the climate emergency and raising awareness to ensure a sustainable, safe and healthy future for us all. To help us achieve these outcomes, we all have the responsibility to embed climate change action in everything we do. This includes reviewing individual work to identify how we can make a difference in Council and the community to reduce environmental impacts and raise awareness.

### Values

We are committed to the values which underpin our organisational culture, and how we work. Our five values are:

- Service Excellence – *Delivering for our community*
- Collaboration – *Working better together*
- Innovation – *Expressing ideas and adding value*
- Respect – *Being understanding and considerate*
- Integrity – *Being open and honest*

### 2.1 Organisational Structure

Glen Eira City Council's structure comprises four Directorates and two executive management portfolios (People and Culture and Finance) all reporting to the Chief Executive Officer. The four Directorates are:

# Position Description

- Sustainability, Assets and Leisure;
- Customer and Corporate Affairs;
- Planning and Place;
- Community Wellbeing

These Directorates and the departments within them are responsible for ensuring the delivery of high quality and cost-effective services that make a difference to our community. In conducting their business, they aim to be client focused and open to innovation and continuous improvement.

### 3. Position Purpose and Background

The Building Maintenance Officer is responsible for the effective and efficient planned maintenance, renewal and delivery of minor capital works for Council's buildings and facilities to ensure they meet statutory, regulatory and legislative compliance requirements.

### 4. Working Relationships

Position reports to: Buildings Operations Co-ordinator

Position deals with: **Internal:**  
Buildings and Properties staff  
OH&S and Risk advisors  
Other internal stakeholders

**External:**  
Government Authorities  
Tenants  
Contractors  
Community and Sporting groups

### 5. Key Responsibilities

#### Operational

- Investigate, report and assist the Buildings Operations Co-ordinator to implement solutions to building issues
- Assist with the prepare specifications for works to be carried out on Council buildings
- Assist in Implementing corrective maintenance plans
- Undertake risk, safety, legislative compliance and asset condition audits on building related matters
- Implement inspection regimes for Council buildings
- Assist the Buildings Operations Co-ordinator with supervising building maintenance works and relevant operational contracts as directed
- Assist with maintenance, operational and minor upgrade works on Council buildings
- Partake in design and construction for minor capital works projects and renewal programs on Council buildings
- Ensure that all asset data is recorded and maintained in an accurate, timely and comprehensive fashion
- Provide support to the Co-ordinator responsible for the delivery of minor capital works projects

# Position Description

- Assist in the preparation of tender documents for the delivery of building maintenance, operation programs and minor capital projects
- Provide advice to the Property Coordinator on minor building maintenance related matters
- Provide support to Municipal Emergency Coordination Centre Manager
- Be available for on call and standby duty

## Planning

- Assist in the preparation of annual and cyclical maintenance programs using information collected from building asset condition audits
- Assist in the preparation of corrective maintenance plans
- Assist in the preparation of building maintenance budgets
- Using council asset management system CONFIRM, develop programs to assist with asset reports

## Customer Service

- Provide excellent customer service to all internal and external customers
- Liaise with service department managers and staff regarding maintenance issues within sites and buildings they occupy
- Respond to customer requests
- Monitor customer requests to ensure that requests are being completed within response times and performance targets

## Corporate Responsibilities

- Contribute to a safe working environment by adherence to the Occupational Health and Safety Act 2004, regulations and Council Occupational Health and Safety procedures
- Comply with relevant Equal Employment Opportunity and Occupational Health and Safety responsibilities
- Ensure that contractors and building maintenance staff adhere to Council's Occupational Health and Safety Policy, Occupational Health and Safety Procedures and relevant legislative requirements
- Contribute to the effective protection of council in accordance with the Council's risk management policy and procedures
- Undertake other tasks as may be required by the Buildings Operations Coordinator or Manager Buildings and Properties.

### 5.1 OHS, Risk Management, Equal Opportunity, Charter of Human Rights & Child Safe Standards

- Adhere to policies and procedures to minimise injury and damage to assets and property.
- Adhere to Council's Health and Safety, equal opportunity and risk management policies, plans and procedures and relevant legislation as well as act in accordance with the Charter of Human Rights.
- Actively participate in reporting matters of health, safety and Council asset damage.
- Demonstrate and promote workplace behaviour that does not discriminate, bully or harass.
- Take reasonable care for your safety and the safety of others who may be affected by your actions or omissions;

# Position Description

- Contribute to the effective protection of Council in accordance with the Council's risk management policy and procedures;
- Act compatibly with human rights and consider human rights when making decisions; and
- Cooperate with any reasonable, lawful instruction to comply with relevant legal requirements
- Commit and adhere to Council's zero tolerance of child abuse, its principles of being a child safe organisation and its reporting requirements for child safety.
- Adhere to the Victorian Child Safe Standards and related legislation, including Failure to Disclose, Failure to Protect and Grooming offences.

## 5.2 Accountability and Extent of Authority

The following outlines the Accountability and Extent of Authority required by the Building Maintenance Officer:

- The incumbent works under the general supervision of the Building Maintenance Co-ordinator;
- Accountable for the quality, quantity and timeliness of his or her work daily;
- Must possess the ability to assess the situation and use discretion in the selection of appropriate procedures or methods of approach;
- Responsible for the security of Council assets upon entry and exit of facilities; and
- Assumes complete responsibility for the decision making on repairs and maintenance during out of hours responses when the Co-ordinator is unavailable using Council guidelines and policies.

## 5.3 Judgement and Decision Making Skills

The following outlines the extent of judgement and decision making required by the Building Maintenance Officer:

- Working with well-defined processes, however required, to use initiative, skills and knowledge in determining the appropriate method or approach to maintenance and repairs;
- Required to assess work on a job by job basis in relation to the emergency status of other scheduled work to ensure priorities are correct and all essential work is completed in a timely manner;
- Required to make decisions, take action or authorise work in after hours situations giving due consideration to the urgency or emergency status of the job;
- Guidance and advice is always available in time to make a decision. In after hours call outs guidance and advice is generally available in time to make a decision and
- The incumbent will be subject to periodic review from the Buildings Operations Coordinator
- The incumbent is required to deal with activities and solve problems independently using initiative, relevant legislation and previous experience
- The incumbent will be required to make decisions on areas of responsibility in line with Council guidelines, policy and regulatory requirements
- Guidance and advice on technical matters usually available within the organisation.

## 5.4 Management Skills

The following describes managerial skills required by the Building Maintenance Officer:

- Ability to prioritise own work schedule and coordinate contractors to ensure all jobs are completed in a timely manner;
- Responsible for assessing each job and coordinating its completion in accordance with the known policies of the unit and
- Recognise and report on any trends developing in areas of work.

## 5.5 Interpersonal Skills

The following describes the interpersonal skills required by the Building Maintenance Officer:

- Build effective relationships with internal staff, building tenants and users, contractors and the general community;
- Communicate with clarity and diplomacy to staff at all levels of the organisation, contractors, building tenants and users, and the general public.

## 5.6 Specialist Skills and Knowledge

The following describes the specialist knowledge and skills required by the Building Maintenance Officer:

- Knowledge and experience in the application of building practices and regulations
- A basic understanding of all phases and principles of project management.
- Knowledge and experience in asset management systems, data collection and database management
- Technical knowledge of building maintenance practices or building services.

## 5.7 Qualifications and Experience:

The incumbent will have the following skills and knowledge:

- A trade Certificate or tertiary qualification in building, facilities or construction related discipline and relevant experience or a lesser formal qualification with relevant experience in a building, facilities or construction discipline
- Sound knowledge of building construction and building techniques
- Knowledge of current legislation
- Knowledge and experience in Emergency Management principles
- A current Victorian Drivers licence

## 6. Performance Review

# Position Description

The Building Maintenance Officer will be required participate in the Council's Performance Development and Review process. This involves planning and agreeing work and skill development objectives and reviewing and assessing achievements on a regular basis.

The Building Maintenance Officer may also be required to carry out other such duties as are within the limits of the employee's skills, competence and training. These will be discussed as part of the Performance Review process.

## 7. Selection Criteria

- Demonstrated commitment and adherence to organisational values and behaviours.
- A trade Certificate or tertiary qualification in building, facilities or construction related discipline and relevant experience or a lesser formal qualification with relevant experience in a building, facilities or construction discipline
- Knowledge of current legislation and an ability to explain and interpret such legislation
- The ability to negotiate resolution of disputes and stakeholder conflicts to ensure project success
- The ability to build effective relationships and communicate with clarity with internal staff, building tenants and users, contractors and the general community;
- A current Victorian Drivers licence

## 8. Other Information

- Position is subject to the satisfactory completion of Police Records Check and Employee Working with Children Check.
- Victorian Drivers Licence is desirable.
- The position is located at the Glen Eira Town Hall, however the incumbent may be required to travel to other Council offices from time to time.