

## Position Description

<b>Position Title</b>	Maintenance Officer
<b>Department:</b>	Housing Services
<b>Reports to:</b>	Property Team Leader

## Purpose of the Position

Three key areas of the Maintenance Officer role include coordination and verification of routine vacated maintenance works, coordination and verification of upgrade works and the providing professional, and customer-orientated responsive maintenance services for clients.

The role is critical for the maintenance of properties to achieve positive outcomes for our clients and the organization.

## Cultural Alignment

Personal alignment with Housing Choices Australia's values is an important part of working with us.

- We put people first
- We work together
- We trust and are trusted
- We learn and adapt
- We strive to be better

## Specific Responsibilities

- Actively contribute to creating a high performing and collaborative team
- Develop solutions and deliver outcomes that reflect HCA's values, priorities, policies
- Develop effective internal relationships and collaborations to progress HCA's strategic agenda and outcomes for residents.

### **Coordination and verification of maintenance works**

- Raising additional work requests uncovered in the course of carrying out works
- Attend site visits with contractors to discuss scope of works
- Verification of responsive maintenance works by site visits or by follow up with contractor
- Ensure that all contractors engaged by Housing Choices comply with the relevant OH & S standards when engaged to perform works on property portfolio and comply with Housing Tasmania benchmarks for turnaround times and privacy

### **Coordination and verification of cyclical and upgrade works**

- Ensure property upgrade works are completed as required
- Develop appropriate and accurate contractor briefs for specified major maintenance and asset upgrade works where required in line with Housing Choices standards
- Evaluate quotes and tenders for major maintenance and upgrade works to Housing Choices policy
- Provide regular reports to the Property Team Leader on the status of upgrade works.
- Ensure all cyclical maintenance requirements are completed to defined legislative and company scheduled
- Attend to vacant maintenance in line with Housing Tasmania and NRS performance benchmarks

- In close consultation with the Property Team Leader, undertake the administration of upgrade and vacated maintenance works
- Ensure verification of upgrade works and execution of the upgrade plan

**Provision of professional, customer-orientated in-scope responsive maintenance services to Housing Choices tenants**

- Complete minor maintenance tasks
- Common area maintenance tasks

## You are part of something bigger

We are a diverse, dedicated and collaborative group of people who are strongly committed to making a difference in the community. You will play an integral role in helping us achieve our mission and vision. We provide an inclusive, genuinely positive and connected workplace and everyone working at Housing Choices Australia is expected to:

- Live our values everyday
- Work collaboratively to identify opportunities to deliver improved resident outcomes
- Always provide courteous and professional service
- Contribute ideas, energy and effort into achieving our strategic aspirations
- Establish and maintain excellent working relationships across our organisation
- Participate in ongoing learning opportunities including professional guidance, peer learning, formal learning, digital learning, knowledge sharing and feedback on performance
- Comply with all organisational policies and procedures, legislation and agreements, including gender equality and respect and occupational health and safety
- Contribute to the development and review of policies and procedures relevant to the role
- Comply with reasonable reporting and accountability requirements of the organisation

## Key Relationships

- Housing and Community Development Teams
- Support/referral Agencies and Government Departments
- Contractors and Suppliers

## Selection Attributes

### Knowledge and Qualifications

- Qualifications or previous experience in the construction, trades or building industry
- Knowledge and experience in evaluating, engaging and managing contractors and suppliers for maintenance works and upgrade activities
- Working knowledge of home maintenance services

### Experience

- Thorough understanding of responsive and planned maintenance as it applies across a residential property portfolio
- Sound knowledge and experience of OHS as it applies to the construction/maintenance industry
- Competency with Microsoft programs, particularly excel and word
- Experience and ability to work well in a team and autonomously

### Skills

- Well-developed oral communication skills and relationship management skills, including an ability to deal sensitively and confidently with the general public
- Strong interpersonal skills.
- A keen eye for detail and a common-sense approach to tasks

- Well-developed conceptual, analytical and problem-solving skills
- Ability to manage conflicting priorities and high work volumes without affecting quality of service delivery.
- An ability to adapt to changing requirements
- Good organisational skills including ability to manage conflicting priorities within deadlines without affecting quality of service delivery

**Other Requirements**

- Willingness to undertake screening and employment checks
- Sensitivity to and understanding of issues affecting socially disadvantaged groups including people enduring housing stress, people with disability and people from a non-English speaking background
- Current driver's license and willingness to travel across HCA sites and interstate as required.

I acknowledge that this position description outlines the core role requirements and workplace expectations. I understand its intention is to support a focus on key outputs and that flexibility is required in a dynamic, complex and changing environment.

**Job Holder** \_\_\_\_\_

**Date** \_\_\_\_\_