

# POSITION DESCRIPTION



COMMUNITY HOUSING LTD  
GROUP OF COMPANIES

## BUILDING MAINTENANCE OFFICER - BTR

Location: GLM Sites

Reports to: Facilities Manager

Supervises: N/A

CHL Capability Band: #2

<b>Primary Purpose:</b>	The Building Maintenance Officer (BTR) is responsible for ensuring the ongoing functionality, safety, and presentation of residential buildings within the Build-to-Rent portfolio. This role supports the delivery of a high-quality living experience for residents by carrying out routine maintenance, responding to repair requests, and assisting with contractor coordination. The officer plays a key role in maintaining compliance with safety standards and contributes to the overall asset performance through proactive and responsive maintenance practices.
<b>Context:</b>	This is an important role contributing to CHL's vision of a world without housing poverty and is a role model for CHL's values, vision and goals. Staff working at this level are expected to manage work practices for the health and wellbeing of staff, promote and adopt a balanced and positive approach to work and ensure health and safety risks are addressed.
<b>Work Health &amp; Safety:</b>	Ensure all tasks and activities associated to the role's operations comply with WHS legislation, relevant State jurisdiction and CHL health and safety policies, procedures and directions
<b>Responsibilities:</b>	<ol style="list-style-type: none"> <li>1. <b>Conduct Routine and Cyclical Maintenance</b> - Perform regular inspections across the BTR property portfolio to ensure buildings remain safe, functional, and well-presented.</li> <li>2. <b>Respond to Maintenance Requests</b>- Action reactive and cyclical maintenance tasks promptly, ensuring timely resolution of resident-reported issues and minimising disruption to tenancy. Identify building defects and engage with relevant stakeholders to report these.</li> <li>3. <b>Manage Vacant Property Maintenance</b> - Carry out inspections and maintenance of vacant properties to ensure they are secure, compliant, and ready for re-occupancy. This includes addressing safety hazards, completing necessary repairs, coordinating cleaning and presentation standards, and reporting any issues that may delay re-letting or impact asset condition.</li> <li>4. <b>Manage Contractor Coordination</b> - Assist in coordinating external contractors and service providers, ensuring work is completed to required standards and within agreed timeframes. Liaise, work and manage contractors to ensure KPIs are met, including assisting with contractor onboarding and attending regular contractor meetings as required.</li> <li>5. <b>Monitor Building Systems</b> - Check and report on the condition and performance of building systems such as HVAC, lighting, plumbing, and fire safety equipment.</li> <li>6. <b>Maintain Compliance Records</b> - Keep accurate records of maintenance activities, safety checks, and compliance documentation in line with regulatory and organisational requirements. Ensure all reporting obligations are met, and that system data is kept up to date.</li> <li>7. <b>Assist with Capital Works and Upgrades</b> - Support the delivery of minor capital works, refurbishments, and improvement projects as directed by the Facilities Manager. This includes contributing to the planning and execution of scheduled maintenance programs, coordinating asset inspections to ensure compliance and operational readiness, and assisting with documentation and reporting related to asset condition and lifecycle planning</li> <li>8. <b>Promote Renter Satisfaction</b> - Engage professionally with residents when attending to maintenance issues, ensuring a positive and respectful experience.</li> <li>9. <b>Report Hazards and Risks</b> - Identify and report any hazards, risks, or defects that may impact building safety or performance, escalating issues as appropriate.</li> <li>10. <b>Support Asset Management Goals</b> - Contribute to the upkeep and longevity of assets by following asset management plans and reporting on asset condition.</li> </ol>

	<p>11. <b>Work Health and Safety</b> - Adhere to all WHS policies and procedures, using appropriate PPE and safe work practices at all times.</p> <p>12. Provide additional appropriate support to wider team and organisation where required.</p>
<b>Technical Skills, Experience &amp; Qualifications:</b>	<ul style="list-style-type: none"> <li>• Demonstrated experience in building or property maintenance, preferably within residential or Build-to-Rent environments.</li> <li>• Experience conducting routine inspections and identifying maintenance needs across multi-unit residential properties.</li> <li>• Familiarity with compliance requirements related to building safety, fire systems, and essential services.</li> <li>• Proven ability to work independently and manage time effectively across multiple sites or tasks.</li> <li>• Experience working with contractors and service providers, including monitoring work quality and adherence to timelines.</li> <li>• Exposure to using maintenance management systems or digital tools for logging and tracking work orders.</li> <li>• Previous experience in a customer-facing role, with a focus on delivering responsive and respectful service to residents</li> <li>• Green/White card (or ability to obtain)</li> <li>• Sound knowledge and application of WHS practices</li> <li>• Commitment to the right of every person to good quality housing</li> <li>• Current Driver's Licence</li> <li>• Satisfactory Police, NDIS &amp; Working With Children's Checks</li> </ul>
<b>Key Capabilities:</b>	<p><b>Client Focus</b> – Demonstrates detailed knowledge of client issues and ensures service delivery responds to client needs</p> <p><b>Achieves Results</b> – Monitors work progress and manage priorities with a commitment to achieving quality outcomes</p> <p><b>Solves Problems</b> – Uses experience and knowledge of work area to assist in the development of solutions for day-to-day problems</p> <p><b>Resilience</b> – Achieves work objectives, even in difficult circumstances, whilst remaining positive and calm</p> <p><b>Continuous Improvement</b> – Responds proactively to a continuous improvement environment and changing circumstances and adjusts activities when necessary</p> <p><b>Teamwork</b> – Offers constructive feedback and provides a balanced and informed perspective at team meetings</p> <p><b>Nurtures Relationships</b> – Builds and sustains positive relationships with team members, stakeholders and clients. Anticipates and is responsive to client and stakeholder needs and expectations</p> <p><b>Professionalism &amp; Accountability</b> – Takes responsibility for own work tasks, utilises the specialist expertise of others within CHL and contributes own expertise to achieve outcomes for the business unit</p> <p><b>Financial Management</b> – Works efficiently to meet established budgets. Understands basic financial terminology. Is aware of financial delegation principles and processes</p> <p><b>Probity</b> – Adopts a principled approach, adhering to CHL's policies and procedures</p>