

POSITION DESCRIPTION

RESPONSIVE MAINTENANCE COORDINATOR

Location:

Reports to: Asset and Facility Manager

Supervises: Responsive Maintenance Officer/s and Maintenance Supervisor

CHL Capability Band: #3

Primary Purpose:	Work within the operational team and lead the Responsive Maintenance Officers to provide a high quality service and well maintained properties for CHL customers
Context:	This is a senior role leading key program or project areas that contribute to CHL's vision of a world without housing poverty. This role is a champion for CHL's values, vision and goals and promotes and drives commitment to the organisations strategic objectives. 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 promote a working environment free from harassment and discrimination
Work Health & Safety	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
Responsibilities:	Leading, mentoring and working alongside the housing and responsive maintenance teams, the Responsive Maintenance Coordinator will ~ 1. Provide advice and support in the management of CHL's asset base, 2. ensuring a high level of consistency and service is achieved in the application of the organisation's asset policies, plans, procedures and standards 3. Liaise, work with, and where necessary manage contractors to ensure KPIs are met 4. Oversee responsive maintenance budget 5. Effectively manage responsive maintenance team including: performance and compliance requirements; appraisals, supervision and development 6. Coordinate financial and administrative tasks to CHL standards, such as reporting, complaints, compliance, quality and accountability requirements 7. Ensure timely and accurate data collection and reporting in accordance with contractual requirements, performance indicators, legislation and CHL reporting guidelines. 8. Act as a point of escalation and decision making 9. Support the SOM with vacancy management strategies 10. Oversee and participate in asset management projects and work assignments 11. Undertake minor onsite maintenance work 12. Provide additional appropriate support to wider team and organisation
Technical Skills, Experience & Qualifications:	• Desirable - Post-trade Certificate IV or equivalent industry/trade qualifications with a minimum of 3 years experience in a supervisory role • Minimum 2 years leading/managing a team • Green/White card (or ability to obtain) • Sound knowledge and application of WHS practices • Commitment to the right of every person to good quality housing • Current Driver's Licence • Satisfactory Police and Working with Children's Check
Key Capabilities:	Client Focus – Provides leadership and focuses team on client outcomes Achieves Results – Monitors work progress and manage priorities with a commitment to achieving quality outcomes Resilience – motivates and supports team to achieve CHL's objectives, even in difficult circumstances Continuous Improvement - Respond proactively to a continuous improvement environment and changing circumstances and adjust activities when necessary Teamwork – Builds cooperation and overcomes barriers to information sharing, communication and collaboration Guides, Mentors, Learns – Display ongoing commitment to learning and development of self and others Listens, Understands, Adapts – Listens carefully to others, ensures mutual understanding and actively addresses any miscommunications Nurtures Relationships – Builds and sustains positive relationships with team members, stakeholders and clients. Anticipates and is responsive to client and stakeholder needs and expectations

	Financial Management – Effectively manages relevant financial processes and reporting. Assists with budget reviews and works to established budgets. Is aware of and understands financial delegation principles and processes Probity – Models the highest standards of ethical behaviour, aligns and monitors business processes accordingly and reinforces adherence in others
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