

POSITION DESCRIPTION

MAINTENANCE OPERATIVE

Reports to: Internal Maintenance Service Coordinator

Supervises: N/A

CHL Capability Band: #3

Primary Purpose:	Work closely with our maintenance services delivery teams to provide grounds and property maintenance to support CHL properties in the region.
Context:	This is an important role contributing to CHL's vision of a world without housing poverty and supporting CHL's values, vision and goals. Staff in this role are expected to assume a positive and balanced approach to work. This includes actively working towards a healthy and respectful 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:	Working alongside the maintenance services delivery team, the Maintenance Operative will: 1. Undertake general repair and maintenance duties including hands-on gardening, rubbish disposal and cleaning tasks 2. Identify future works while onsite as required 3. Coordinate works to ensure jobs are completed on time and to required standards 4. Maintain records 5. Provide advice on maintenance issues to relevant stakeholders 6. Liaise with key stakeholders in delivery of maintenance services, including feedback and complaint resolution 7. Ensure associated administrative tasks are undertaken accurately and on time 8. Provide additional appropriate support to the wider team and organisation
Technical Skills, Experience & Qualifications:	• Experience and knowledge in trade industry and proficiency in using a variety of tools and equipment • Commitment to the right of every person to good quality housing • Current Driver's Licence (mandatory) • Satisfactory Police and Working With Children's Check
Key Capabilities:	Quality – Ensures that own work meets CHL's quality requirements. Resilience – Achieves work objectives, even in difficult circumstances whilst remaining positive and calm. Teamwork – Openly shares information, participates and contributes to team discussions and goals. Proactive – Takes action to avoid potential problems or minimise their impact. Guides, Mentor, Learns – Identifies learning opportunities. Displays a willingness to learn from feedback and experiences. Communication – Presents messages in a clear and precise manner using appropriate language. Listens, Understands, Adapts– Listens carefully to others and ensures mutual understanding. Engages with risk– Displays an awareness of risk and works within approved processes and policies. Ensures identified risks are reported upon.