

Building Maintenance Officer

Reports to:	Facilities Manager
Supervises:	Caretaker
CHL capability band:	2
Primary purpose:	The Building Maintenance Officer (BTR) supports the delivery of a high quality living experience for residents by managing site based teams' output and overseeing routine maintenance, responding to repair requests, and coordinating contractors. It has responsibility for ensuring the ongoing functionality, safety, and presentation of residential buildings within the Build-to-Rent portfolio. 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.
Context:	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.
Work health and 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:	Team leadership and supervision Lead, mentor, and supervise Caretakers and site-based teams to ensure a cohesive, high-performing environment. Communicate performance expectations, delegate tasks, monitor outputs, and act as a point of escalation and decision-making. Maintenance coordination Oversee routine, reactive, and cyclical maintenance across the property portfolio, ensuring timely resolution and completion to required standards. This includes inspections, defect identification, and coordination of materials, contractors, and resources. Contactor and stakeholder management Manage contractor engagement and performance, including onboarding, scheduling, and quality assurance. Liaise professionally with residents, clients, authorities, and community groups to ensure positive relationships and service delivery. Property and grounds presentation Ensure buildings and grounds are well-maintained, safe, and visually appealing by supervising and working closely with Caretakers. This includes garden, play areas and common area upkeep, litter removal, graffiti management, and vacant property readiness.

	5. Compliance and safety Adhere to WHS policies and procedures, maintain a safe work environment, and ensure compliance with organisational and regulatory/legislative standards. Monitor building systems and report hazards, risks, or defects promptly. 6. Reporting and documentation Maintain accurate records of maintenance activities, safety checks, performance data, and compliance documentation. Prepare scopes of work, defect reports, and progress updates in line with reporting obligations. 7. Asset and capital works support Contribute to asset management goals by supporting minor capital works, refurbishments, and lifecycle planning. Assist with inspections, documentation, and reporting to support long-term asset performance. 8. Resident Experience Engage respectfully and professionally with residents during maintenance activities to promote satisfaction and minimise disruption. 9. Organisational Support Provide additional support to the wider team and organisation as required, contributing to shared goals and continuous improvement.
Technical skills, experience and qualifications:	• Demonstrated experience in building or property maintenance, preferably within residential or Build-to-Rent environments. • Experience managing staff, contractors and service providers, including supervision, monitoring work quality and adherence to timelines. • Experience conducting routine inspections and identifying maintenance needs across multi-unit residential properties. • Familiarity with compliance requirements related to building safety, fire systems, and essential services. • Proven ability to work independently and manage time effectively across multiple sites or tasks. • Exposure to using maintenance management systems or digital tools for logging and tracking work orders. • Previous experience in a customer-facing role, with a focus on delivering responsive and respectful service to residents • 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, NDIS & Working with Children's Checks
Key capabilities:	Client Focus – Demonstrates detailed knowledge of client issues and ensures service delivery responds to client needs. Achieves Results – Monitors work progress and manage priorities with a commitment to achieving quality outcomes. Solves Problems – Uses experience and knowledge of work area to assist in the development of solutions for day-to-day problems.

	Resilience – Achieves work objectives, even in difficult circumstances, whilst remaining positive and calm. Continuous Improvement – Responds proactively to a continuous improvement environment and changing circumstances and adjusts activities when necessary. Teamwork – Offers constructive feedback and provides a balanced and informed perspective at team meetings. Nurtures Relationships – Builds and sustains positive relationships with team members, stakeholders and clients. Anticipates and is responsive to client and stakeholder needs and expectations. Professionalism & Accountability – 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. Financial Management – Works efficiently to meet established budgets. Understands basic financial terminology. Is aware of financial delegation principles and processes. Probity – Adopts a principled approach, adhering to CHL’s policies and procedures.
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