

POSITION DESCRIPTION



COMMUNITY HOUSING LTD
GROUP OF COMPANIES

RESPONSIVE MAINTENANCE OFFICER

Location: Robina, Gold Coast

Reports to: Responsive Maintenance Coordinator

Supervises: N/A

CHL Capability Band: #2

Primary Purpose:	Work within the operational team to provide a high quality service and well maintained properties for CHL customers
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 & 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:	<p>Working closely with the Responsive Maintenance Coordinator, the Responsive Maintenance Officer will ~</p> <ol style="list-style-type: none"> 1. Provide advice and support in the management of CHL's asset base, ensuring a high level of consistency is achieved in the application of the organisation's asset policies, procedures and standards 2. Supervise and oversee the responsive and vacated maintenance of properties 3. Liaise and negotiate with relevant business units as well as professional/technical consultants and contractors 4. Participate in asset management projects and work assignments 5. Undertake onsite maintenance work 6. Liaise and work with contractors to ensure KPIs are met 7. Working collaboratively as part of the operations team 8. Provide additional appropriate support to wider team and organisation
Technical Skills, Experience & Qualifications:	<ul style="list-style-type: none"> • 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:	<p>Client Focus – Demonstrates detailed knowledge of client issues and ensures service delivery responds to client needs</p> <p>Achieves Results – Monitors work progress and manage priorities with a commitment to achieving quality outcomes</p> <p>Solves Problems – Uses experience and knowledge of work area to assist in the development of solutions for day-to-day problems</p> <p>Resilience – Achieves work objectives, even in difficult circumstances, whilst remaining positive and calm</p> <p>Continuous Improvement – Responds proactively to a continuous improvement environment and changing circumstances and adjusts activities when necessary</p> <p>Teamwork – Offers constructive feedback and provides a balanced and informed perspective at team meetings</p> <p>Nurtures Relationships – Builds and sustains positive relationships with team members, stakeholders and clients. Anticipates and is responsive to client and stakeholder needs and expectations</p> <p>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</p> <p>Financial Management – Works efficiently to meet established budgets. Understands basic financial terminology. Is aware of financial delegation principles and processes</p> <p>Probity – Adopts a principled approach, adhering to CHL's policies and procedures</p>