

# POSITION DESCRIPTION



COMMUNITY HOUSING LTD  
GROUP OF COMPANIES

## RESPONSIVE MAINTENANCE OFFICER

**Location:** Port Macquarie

**Reports to:** Responsive Maintenance Coordinator

**Supervises:** N/A

**CHL Capability Band:** #2

<b>Primary Purpose:</b>	Work within the operational team to provide a high quality service and well maintained properties for CHL customers
<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>	<p>Working closely with the Responsive Maintenance Coordinator, the Responsive Maintenance Officer will ~</p> <ol style="list-style-type: none"> <li>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</li> <li>2. Supervise and oversee the responsive and vacated maintenance of properties</li> <li>3. Liaise and negotiate with relevant business units as well as professional/technical consultants and contractors</li> <li>4. Participate in asset management projects and work assignments</li> <li>5. Undertake onsite maintenance work</li> <li>6. Liaise and work with contractors to ensure KPIs are met</li> <li>7. Working collaboratively as part of the operations team</li> <li>8. Provide additional appropriate support to wider team and organisation</li> </ol>
<b>Technical Skills, Experience &amp; Qualifications:</b>	<ul style="list-style-type: none"> <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>