

# POSITION DESCRIPTION



COMMUNITY HOUSING LTD  
GROUP OF COMPANIES

## Maintenance Operative

**Location:** Port Macquarie

**Reports to:** Maintenance Supervisor

**Supervises:** NIL

**CHL Capability Band:** #1

<b>Primary Purpose:</b>	Work closely with our maintenance services delivery teams to provide grounds and property maintenance to support CHL properties in the region
<b>Context:</b>	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.
<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>	Working alongside the maintenance services delivery team, the Maintenance Operative will ~ <ol style="list-style-type: none"> <li>1. Undertake general repair and maintenance duties including hands-on gardening, rubbish disposal and cleaning tasks</li> <li>2. Identify future works while onsite as required</li> <li>3. Coordinate works to ensure jobs are completed on time and to required standards</li> <li>4. Maintain records</li> <li>5. Provide advice on maintenance issues to relevant stakeholders</li> <li>6. Liaise with key stakeholders in delivery of maintenance services, including feedback and complaint resolution</li> <li>7. Ensure associated administrative tasks are undertaken accurately and on time</li> <li>8. Provide additional appropriate support to the wider team and organisation</li> </ol>
<b>Technical Skills, Experience &amp; Qualifications:</b>	<ul style="list-style-type: none"> <li>• Experience and knowledge in trade industry and proficiency in using a variety of tools and equipment</li> <li>• Commitment to the right of every person to good quality housing</li> <li>• Current Driver's Licence (mandatory)</li> <li>• Satisfactory Police and Working With Children's Check</li> </ul>
<b>Key Capabilities:</b>	<p><b>Quality</b> – Ensures that own work meets CHL's quality requirements.</p> <p><b>Resilience</b> – Achieves work objectives, even in difficult circumstances whilst remaining positive and calm.</p> <p><b>Teamwork</b> – Openly shares information, participates and contributes to team discussions and goals.</p> <p><b>Proactive</b> – Takes action to avoid potential problems or minimise their impact.</p> <p><b>Guides, Mentor, Learns</b> – Identifies learning opportunities. Displays a willingness to learn from feedback and experiences.</p> <p><b>Communication</b> – Presents messages in a clear and precise manner using appropriate language.</p> <p><b>Listens, Understands, Adapts</b>– Listens carefully to others and ensures mutual understanding.</p> <p><b>Engages with risk</b>– Displays an awareness of risk and works within approved processes and policies. Ensures identified risks are reported upon.</p>