



Maintenance Coordinator

Department:	Assets
Primary Location:	As per employment contract
Award/Classification:	Social Community Home Care & Disability Services Award 2010 (Level 5)
Status of Employment:	As per employment contract
Reports To:	Executive Manager Assets

Position Summary

Unity Housing Company (Unity) is the largest single provider of low costs rental community housing in South Australia. The core of Unity's work is the provision of accommodation to people living with disabilities or experiencing homelessness and it is rapidly developing a diverse affordable housing property portfolio.

Reporting directly to the Executive Manager - Assets, the Maintenance Coordinator is responsible for the hands on delivery of asset management functions which include but are not limited to inspection of new build properties, preventative maintenance, reactive maintenance and repair of Unity's housing assets to a high standard ensuring vacancy periods are kept to a minimum.

Committed to working in a service delivery environment the Maintenance Coordinator provides professional and respectful service to tenants and provides ongoing support and improvements to Unity's expanding residential housing portfolio in order to meet modern living standards and requirements of the National Community Housing Regulations and any other standards legislatively applicable.

Key overall responsibilities of the role will include:

- Actively participate in the delivery of Asset Management Functions
- Support the Asset Coordinator by ensuring Contractors are aware of their responsibilities and undertake duties in a safe manner.
- Committed to high level, professional and respectful customer service with both internal and external customers

Key Reporting / Working Relationships

Internal	External
<ul style="list-style-type: none"> • Reports to the Exec Manage, Assets • A member of the Assets Team • Works collaboratively with Accommodation Services 	<ul style="list-style-type: none"> • Housing SA • Local Councils and Funding Authorities • Corporate Business Partners • Community Housing Sectors (SA) • Contractors conducting work on behalf of Unity Housing

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Special Conditions

- A six month probationary period will apply
- Hours of work are 38 hours per week
- A current driver's licence is essential
- Some out of hours work and on call services will be required
- Position will be based to suit the portfolio held the role, but required to work across all Unity sites
- 5 weeks annual leave (pro rata for part time employees)
- Prior to appointment and on an ongoing basis staff must undergo a satisfactory police check

KEY RESPONSIBILITIES

Key Responsibility 1 – RESPONSIVE MAINTENANCE	Time Spent (%)
<ul style="list-style-type: none">• Ensure maintenance activities are undertaken and Unity's properties are maintained to a high standard, meeting appropriate safety, quality and legislative requirements for tenants, the organisation and the community.• Ensure maintenance work is assessed, ordered and completed for property vacancies in a timely and efficient manner• Ensure maintenance work is assessed, ordered and completed for work identified by tenants, staff and others• Arrange property repairs associated with insurance matters, liaise with stakeholders and complete required documentation• Monitor maintenance, including checking progress to ensure a high standard of work is carried out within reasonable timeframes• Encourage feedback from tenants and the Housing Team to determine that maintenance is being carried out to a high standard and in a timely manner• Liaise with local government and others in relation to surrounding development applications, heritage issues and other planning or local government issues that may affect Unity's properties• Provide advice and support to housing teams and assist to ensure properties meet legislative, regulatory and community standards. This may include boarding houses, transitional housing, affordable housing and any form of Unity rental properties.	30%
Key Responsibility 2 – ASSET MANAGEMENT & PLANNING	Time Spent (%)
<ul style="list-style-type: none">• Ensure maintenance work is carried out as scheduled in the Asset Maintenance Plan, in consultation with the Assets Coordinator and the Executive Manager as appropriate.• Ensure that preventative maintenance is carried out to minimise future maintenance liabilities• Maintain and carry out cyclic maintenance programs in line with life cycle costing principles• Plan and schedule maintenance in line with the Asset Maintenance Plan• Consult with housing team in relation to major maintenance work where disruption to the tenant is anticipated• Prepare or coordinate written scope of works or specifications for major scheduled maintenance work• Carry out inspections, or arrange inspections to estimate maintenance expenditure on properties• Ascertain realistic costing to formulate accurate budget estimates• Provide information to enable maintaining accurate expenditure projections for properties• Liaise with builders, CPG and Unity staff when handing over or receiving properties to ensure properties are in a good condition and provide no immediate liabilities to the organisation• Attend site meetings and handover meetings for new build properties to ensure properties meet expectations and specifications, meet Occupational Health and Safety and other Standards• Ensure maintenance work is in accordance with the allocated budget	30%

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Key Responsibility 3 – MAINTENANCE INSEPTIONS	Time Spent (%)
<ul style="list-style-type: none"> • Carry out property maintenance inspections in accordance with the Asset Management Strategy and as required for maintenance purposes. • Undertake maintenance inspections of properties at a range of intervals including when tenant commences occupancy, upon cessation of tenant lease at the property, cyclic maintenance, structural review or developing future planning initiatives • Attend inspections and make an assessment of how desired or disability modifications can be incorporated within maintenance budget • Prepare detailed written property inspection reports for both vacant and occupied properties • Maintain effective records • Provide technical advice to housing teams 	30%
Key Responsibility 4 – NEWBUILD CONSTRUCTION INSEPTIONS	Time Spent (%)
<ul style="list-style-type: none"> • Review and provide feedback on contract documentation to ensure buildability considerations, compliance with applicable legislation and compliance with Unity Housing specification prior to contract signing • Carry out and ensure new build construction inspections are carried out in accordance with contractual requirements, best practice construction techniques and applicable current legislation, including WHS requirements • Provide effective site management and quality control of buildings • Manage concurrent projects to achieve the annual targets • Monitor all site negotiations and operations with due regard to Unity's role in any building contract, probity and delegated levels of authority • Monitor all works undertaken by contracted project managers to maintain compliance with any general and Unity specific contract requirements and specification • Monitor and review project progress and negotiate performance improvements as requirement • Manage contract administration, such as site instructions and variation orders. • Maintain close liaison with contractors, state and local government agencies and project • Provide feedback on the performance of builders regarding quality, timeliness and financial viability • Confirm building progress is consistent with progress payment invoices received, through progressive inspections. Monitor and maintain on site milestone meetings with builders and maintain timely contract administration record keeping and file maintenance • Conduct certification of practical completion and final certificate inspections effectively to maintain quality housing products and identification of any outstanding issues with both builder and Unity Housing Company Accommodation Services. Check. Monitor and maintain timely attention to any defects or ancillary work required during the 'warranty period' • Monitor safety of all employees on building sites • Schedule and conduct appropriate programs of field work to fulfil the practical and observational requirements of projects • Monitor project progress and recommend corrective actions for emerging issues as required • Understand and follow workplace safety initiatives, identify hazards and contribute to a safe working environment, as well as follow procedures to manage and minimise risks <p>The Maintenance Coordinator, as part of the Unity team, will be expected to perform other tasks, as required.</p>	10%

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Key Result Areas

The following key result areas will be assessed and measured in relation to performance. Specific Performance Measures will be developed (KPI's) and continually reviewed to ensure that key outcomes are identified, agreed, measured and achieved.

- Properties are maintained to an appropriate standard
- Legislative and Regulatory requirements are met in relation to maintenance work and building standards
- Positive relationships are maintained within the Unity team and with external stakeholders
- Maintenance budgets are met
- Scheduled maintenance is carried out
- Newbuild properties are constructed to agreed specification, on time and on budget
- A co-operative, flexible, respectful and appropriate service is provided to tenants

Values and Behaviours

All Unity staff are required to model the following behaviours and values and participate in performance reviews and management as directed and in line with published expectations as outlined in the Code of Conduct, Strategic Plan and related documents. These are available on the intranet and updated as necessary:

- Respect;
- Principles of Social Justice;
- Innovation and Creativity;
- Collaboration and Partnerships;
- Leadership and Continuous Improvement;
- Transparency, Accountability and Honesty; and
- Sustainable Housing in Sustainable Communities.

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PERSON SPECIFICATION

Education / Qualifications / Knowledge - Essential
<ul style="list-style-type: none"> • Relevant trade qualifications, or equivalent, with expertise in all aspects of construction, refurbishment and maintenance. • Knowledge of Occupational Health Safety & Welfare requirements
Education / Qualifications / Knowledge - Desirable
<ul style="list-style-type: none"> • Project Management
Skills and Experience - Essential
<ul style="list-style-type: none"> • Significant proven experience managing contractors and the coordination of the maintenance and repair of properties. • Experience managing budgets and cyclic maintenance works. • Sound knowledge of costing's, tendering and quote processes • Significant proven experience working in maintenance, construction and/or refurbishment. • Sound knowledge of legislative and regulatory requirements • Experience reading and interpreting architectural drawings. • Sound knowledge of legislative and regulatory requirements • Sound knowledge of costing's, tendering and quote processes
Skills and Experience - Desirable
<ul style="list-style-type: none"> • Experience in project management • Experience managing within and reporting against budget variances. • Knowledge of community and or affordable housing
Competencies and Skills: Leadership and Teamwork
<ul style="list-style-type: none"> • Able to liaise with contractors and external stakeholders at a range of levels and supervise work carried out by a broad range of trades • Possess skills in a range of computer systems and packages such as Outlook, Word, Access, and Excel. • Exercise creativity and lateral thinking to develop solutions to issues and make decisions. • Display integrity, empathy and good communication skills when dealing with people.
Competencies and Skills: Decision Making and Problem Solving
<ul style="list-style-type: none"> • Deal with complex situations and challenging clients by phone and in person, utilising effective conflict resolution skills • Ability to identify maintenance issues and appropriate solutions
Competencies and Skills: Managing Self
<ul style="list-style-type: none"> • Ability to work efficiently under limited direction, work independently and meet work targets and deadlines within time constraints.
Competencies and Skills: Communication
<ul style="list-style-type: none"> • Able to utilise sound negotiation skills in influencing price and managing contractors to meet work standards and timeframes.

APPROVAL

Chief Executive Officer



Date: 20/08/2015

I acknowledge receipt of and agree to the duties and expectations as outlined within this job description.

Name:		Signature:		Date:	
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