



Maintenance Coordinator

Department:	Assets and Development
Award/Classification:	Social, Community, Home Care and Disability Services Award 2010 (Level 5)
Status of Employment:	As per individual contract
Date Reviewed:	June 2024
Reports To:	Group Leader – Assets

Position Summary

Reporting directly to the Group Leader – Assets, the Maintenance Coordinator is responsible for the hands on delivery of asset management functions which include but are not limited to inspection of existing and new build properties, coordination of scheduled and unscheduled maintenance, management of contractors and liaising with all relevant stakeholders to ensure Unity’s housing assets are maintained 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 highly respectful service to tenants and provides ongoing support and improvements to Unity’s expanding residential housing portfolio in order to meet modern living standards legislatively applicable.

Key overall responsibilities of the role will include:

- Actively participate in the delivery of Asset Management Functions.
- Support the Group Leader – Assets 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 Group Leader – Assets • A member of the Assets Team • Works collaboratively with the Housing Team 	<ul style="list-style-type: none"> • SA Housing Trust (SAHT) • Local Councils and Funding Authorities • Corporate Business Partners • Community Housing Sectors (SA) • Contractors conducting work on behalf of Unity Housing

Special Conditions

- Hours of work are as per contract
- May be required to be ‘on call’ (for which an allowance is payable)
- Position is based at the designated office but there will be a requirement to work across all Unity sites
- A six month probationary period will apply
- 5 weeks annual leave (pro rata for part time). Casuals receive the casual loading in accordance with the relevant Award in lieu of paid leave entitlements
- Operate within Unity’s Policy and Procedure framework, as amended from time to time
- Authority to initiate and approve expenditure within financial delegation limits, as per Unity’s Delegations of Authority policy (Appendix A - Schedule of Delegations)

Initials	
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- Some out of hours work will be required during peak times of activity or tight deadlines and will be negotiated in advance, where applicable and approved overtime or TOIL will apply
- Prior to appointment and on an ongoing basis staff must undergo satisfactory criminal and relevant history screenings
- Current full driver's licence required with no limitations
- This position has mandatory reporting requirements under child protection legislation and appropriate training must be completed
- All Unity Housing staff are expected to participate in activities and spirit of Unity's Reconciliation Action Plan (RAP) and to contribute towards the achievement of the organisation's Environmental, Social and Governance (ESG) outcomes

KEY RESPONSIBILITIES

Responsive Maintenance

- 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.

Asset Management and Planning

- Ensure maintenance work is carried out as scheduled in the Asset Maintenance Plan, in consultation with the Group Leader – Assets.
- 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 and collaborate with housing officers to support with keeping vacancy rates to a minimum.
- Prepare and coordinate written scope of works or specifications for major scheduled maintenance work.
- Carry out 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, SAHT and Unity staff when handing over or receiving properties to ensure properties are in a good condition and provide no immediate liability or risk 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.

Maintenance Inspections

- 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.

Newbuild Construction Inspections

- 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



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building 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.

Other Duties

- Any other duties appropriate to the role.

Key Performance Indicators

The following areas will be assessed and measured through Unity's Professional Development Program to monitor effective performance in accordance with the requirements of this Job Description, Unity's Policy and Procedure framework, Strategic Plan and the employment contract:

- 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 cooperative, flexible, highly respectful and appropriate service is provided to tenants

Specific Performance Measures (KPIs) will be identified in conjunction with the designated Manager for this role to ensure that outcomes detailed in the above Key Responsibilities are aligned with Unity's Strategic Plan and Business Plan and are properly measured in determining the level of performance.

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 Unity's intranet and website and updated as necessary:

- Respect and social justice
- Innovation and creativity
- Collaboration and partnerships
- Transparent and ethical
- Leadership and professionalism
- Empowering and respectful



Job Description

Maintenance Coordinator

Human Resources

PERSON SPECIFICATION

Education/Qualifications	
Essential:	Desirable:
<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 and Welfare requirements. 	<ul style="list-style-type: none"> Project Management.

Experience	
Essential:	Desirable:
<ul style="list-style-type: none"> Significant proven experience managing contractors and the coordination of the maintenance and repair of properties. Practical application of WHS Standards in the management of maintenance work and oversight of building sites. Experience managing budgets and cyclic maintenance works. Sound knowledge of costings, tendering and quote process. 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 costings, tendering and quote processes. 	<ul style="list-style-type: none"> Experience in project management. Experience managing within and reporting against budget variances. Knowledge of community or affordable housing.

Approval:

Chief Executive Officer

Date: 5 June 2024

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

Name:	<input type="text"/>	Signature:	<input type="text"/>	Date:	<input type="text"/>
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