



**BANKSIA
VILLAGES**

BROULEE

POSITION DESCRIPTION

Lodge Maintenance Officer (FTE 1.0)

1. POSITION OBJECTIVES

To provide high quality and attentive maintenance to achieve the professional presentation, functionality of Banksia Lodge facilities and comfort of residents and staff.

2. SCOPE

The Lodge Maintenance Officer is required to undertake a variety of maintenance, handyman, trade type and general laboring duties. The range of duties may include response to maintenance requests, undertaking basic repairs and rectification works, cyclical inspections and scheduled maintenance tasks, and using light equipment and tools.

The role also requires the use of computerised maintenance management systems (CMMS) to receive, record, update and close maintenance requests, document completed works, monitor scheduled tasks and maintain accurate maintenance records.

It is specifically noted that, whilst the core objective of this role is maintenance works, there is also a requirement to respond to refurbishment and project works where so directed.

3. REPORTING

The Lodge Maintenance Officer reports to the Facilities Manager.

4. DUTIES & RESPONSIBILITIES

4.1 Maintenance

Main duties:

- Respond to maintenance and general handyman requests, within agreed timelines, from residents and internal stakeholders under limited direction.
- Complete routine and preventative maintenance and update registers and schedules.

- Perform general maintenance/repair works to buildings and facilities (toilets, showers, taps etc) to help ensure availability and/or replacement options.
- Perform general maintenance/repair of lodge equipment and/or provide replacement options.
- Test and tag electrical equipment.
- Engage external contractors as required and approved.
- Be the main point of contact for external Lodge maintenance contractors.
- Monitor and order consumable chemicals for Banksia Lodge.
- Monitor and order medical oxygen supplies as required.
- Monitor and maintain UV hot water treatment system.

4.4 Chief Fire Warden

Main duties:

- Guide and assist Lodge Management in the implementation and improvement of effective emergency procedures.
- Guide and assist in emergency prevention by monitoring risk control measures.
- Regularly monitor the buildings Fire Control Panel. Promptly report faults, isolations to the fire service provider and management
- Raise awareness and promote emergency procedures with staff.
- Assist with annual training and education for staff on emergency procedures.
- Provide training and education to new staff during orientation program on emergency procedures.
- Actively participate in responding to emergencies within Lodge Emergency Plan.

4.3 General Duties

Main duties:

- Moving of furniture and equipment as required by staff.
- Assist, where required, with receipt and storage of supplies and stock, ie. linen
- Provide assistance with urgent room turnovers.
- Updating assets register in computerised maintenance management systems (CMMS)
- Other duties as directed that are within the scope of the role and within the employee's skill range.

5. KNOWLEDGE SKILLS & ATTRIBUTES

5.1 Knowledge

- Knowledge of a building trade, or handyman functions and/or facilities maintenance.
- Knowledge and appreciation of work, health and safety principles and procedures.

5.2 Skills

- Ability to use, tools and equipment associated with works described in Item 4
- Ability to follow instructions, communicate effectively with others and work independently and as part of a team
- Strong capability to communicate effectively with a diverse range of stakeholders, including residents, staff, management, and contractors.
- Excellent time management skills.

5.3 Attributes

- Honest, trustworthy and reliable
- Friendly, positive and willing to engage with residents and colleagues
- Organised, able to prioritise tasks and work to a deadline
- Reliable, punctual and well presented
- Calm and systematic during high stress situations

6. QUALIFICATIONS, EXPERIENCE & OTHER REQUIREMENTS

6.1 Qualifications

- Trade Certificate or equivalent relevant experience
- Chief Fire Warden

6.2 Experience

- Minimum of 1 years' experience in a relevant trade, handyman, or facilities maintenance role, with hands-on experience in general, preventative, and reactive maintenance.
- Proven experience working across hospital, aged care, healthcare, and commercial environments, with an understanding of the maintenance requirements and operational needs of these facilities.

6.3 Other Requirements

- Successfully pass Australian National Character Check and maintain professional suitability
- Successfully pass a medical assessment and maintain the physical ability to perform inherent duties of role
- Driver's license

7. WORKING CONDITIONS

7.1 Hours of Work

76 hours per fortnight, indicative hours Monday to Friday 0700 - 1530

7.2 Award/Industrial Instrument

Remuneration and working conditions will be in accordance with the Banksia Village NSWNMA and HSU Enterprise Agreement 2023. The following classification applies;

Aged Care Employee – Level 7

Pay rates:

Classification	First pay after 16/07/2025
Aged Care Employee – Level 7	\$35.18

This is a permanent position.

Salary packaging arrangements (immediately) and meals and entertainment benefits (after 3 months completed service) are available for this position.

8. PERFORMANCE MANAGEMENT

Performance management is a critical component in aligning individual performance and behavior with company goals and values. Performance management sessions allow a formal and objective opportunity to communicate on all matters relating to the position. This process provides the employee with feedback on individual performance and allows an opportunity to communicate directly with management.

See the performance management policy for further information on the objectives of performance management and the process that is followed.

Performance Measurement

The following table lists the key areas of performance that will be assessed.

Key Performance Area	Key Performance Indicator	Example
1. Maintenance	1. Completion of tasks	Completion of works as directed and/or identified within allocated time. Ability to keep maintenance schedules up to date and complete documentation accurately.
	2. Quality of work	Quality and workmanship of completed works

	3. WH&S	Extent to which the employee has acted in accordance with common and organisationally specific WH & S principles and procedures
2. Chief Fire Warden	1. Emergency Preparedness 2. Staff education	Extent to which the staff member engages with Lodge Management in monitoring, reviewing and improving emergency procedures. Ability to train and educate existing and new staff in emergency procedures. Ability to positively promote safe work practices and risk awareness to staff. Ability to efficiently and calmly respond to an emergency.
3. General	1. Attendance, reliability and punctuality 2. Teamwork 3. Customer service	Extent to which the employee has maintained good attendance, been reliable and punctual Extent to which the employee has contributed to the output and performance of the team and level of willingness to respond to and support others Extent to which the employee has established and maintained a good rapport with residents
4. Behaviour	1. Company values	Extent to which the employee has embraced and behaved in accordance with company values.

Assessment

File notes will be recorded (for good and poor performance) throughout the assessment period and referred to when the formal assessment is completed. Only a member of management or the HRM may complete a file note relating to this position.

Assessment will be conducted by the Facilities Manager and will be reviewed by HRM. The review meeting will be conducted in accordance with approved policy.

Review Cycle

Performance will be reviewed after an initial period of employment of 3 months, then at 12 month intervals.

Self-Assessment

Self-assessment will be requested if deemed required by management.

9. REVIEW

This job description is a working document and is subject to continual review. The employee will be involved in any review process and entitled to contribute to and/or question any proposed changes before implementation.