BANKSIA VILLAGES

BROULEE

POSITION DESCRIPTION

Maintenance Officer

1. POSITION OBJECTIVES

The objective of the Maintenance Officer (MO) is to provide high quality and attentive maintenance services to achieve the professional presentation and functionality of Banksia's buildings, facilities and assets.

2. SCOPE

The MO is required to undertake a variety of maintenance, handyman, trade type and general laboring duties. The range of duties will include response to maintenance requests, basic repairs and rectification works, cyclical inspections and scheduled tasks, general building and basic plumbing work and use of light equipment and tools. It is specifically noted that whilst the core objective of this role is maintenance works, there is a requirement to respond to refurbishment and project works across the company

3. REPORTING

The MO reports to the Facilities Manager and/or, as delegated, the Maintenance Supervisor.

4. DUTIES & RESPONSIBILITIES

4.1 Maintenance

Main duties:

- Respond to maintenance requests from residents
- Update not and internal stakeholders under limited direction
- General maintenance and basic repairs to buildings, facilities, equipment and appliances
- Carry out inspections and cyclical maintenance tasks, complete basic checklists and prepare basic condition reports
- Perform test & tag in accordance with approved procedure (and completion of mandatory training)
- Basic handyman tasks including, light carpentry, plumbing and rectification works
- Carry out small gardening tasks
- Participate in planning meetings and discussions.
- Update notes in work orders on CMMS program.

4.2 Customer Service

Main activities

- Provide friendly, courteous and professional service to residents.

4.3 General Duties

Main duties:

- Moving furniture and equipment as required by staff.
- Monitor and restock consumables.
- Monitor and respond to waste removal.
- Oversee delivery and storage of supplies and stock.
- Ensure stockrooms are fully stocked, safe and orderly.
- Assist with reporting changes in assets for assessment management system.
- Ensure the Lodge, Administration and BCC entrance, car park, foot paths and bin areas are kept clean and well-maintained.
- Assist with resident room set ups as required.
- Set up/breakdown for resident functions, activities and meetings.
- Ensure common centers remain clean and tidy.
- Clean internally and externally and conduct safety checks of Banksia's vehicles.
- Monitor and maintain pools.
- Completion of registers, checklists, compliance documentation and records.
- Attend team meetings and contribute to group discussions.
- Other duties as directed that are within the scope of the position, commensurate level of the Enterprise Agreement (or other industrial instrument) and within the employee's skill range.

5. KNOWLEDGE SKILLS & ATTRIBUTES

5.1 Knowledge

- Basic knowledge of carpentry, plumbing, handyman functions and/or facilities maintenance (highly desirable), or;
- Electrical trade knowledge (highly desirable)
- Basic knowledge and appreciation of work, health and safety principles and procedures (highly desirable)

5.2 Skills

- Ability to use light vehicles, tools and equipment associated with works described in Item 4.
- Ability to work independently and as part of a team.
- Ability to follow instructions and communicate effectively with others.
- Ability to relate positively to people in a diversity of circumstances.
- Ability to provide friendly and supportive customer service.
- Highly developed verbal and interpersonal skills.

5.3 Attributes

- Honest, trustworthy and reliable

- Punctual and well presented
- Able to maintain a high level of confidentiality and discretion
- Friendly, positive and willing to engage with residents and colleagues

6. QUALIFICATIONS, EXPERIENCE & OTHER REQUIREMENTS

6.1 Qualifications

- Trade Certificate or equivalent relevant experience (essential)
- Electrical trade qualification (desirable)
- Test & tag certification (desirable)

6.2 Experience

- Minimum 2 years experience in a relevant trade, handyman and/or facilities maintenance role (essential)
- Electrical trade experience (highly desirable)

6.3 Other Requirements

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

7. WORKING CONDITIONS

7.1 Hours of Work

Up to 76 hours per fortnight, subject to negotiation with each role and in accordance with operational requirements.

Hours and days of work are subject to change in accordance with operational requirements with core hours being 0700 - 1530 Monday to Friday.

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Part time arrangements available.

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;

Pay rates:

Classification	First pay after 1/7/2026
General Services - Level 4	33.53

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	The extent to which the employee meets identified deadlines for cyclical and response works.
	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 organizationally specific WH & S principles and procedures
2. Customer Service	1. Customer Service	Ability to politely, consistently and competently deal with resident enquires by phone or in person.
3. Employee Behaviour	1. Attendance and reliability	Extent to which the employee has maintained good attendance, been reliable and punctual.
	2. Teamwork	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.
	3. Company values and policies	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 HRM may complete a file note relating to this position.

Assessment will be conducted by the FM 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.