

## Position Description

### Maintenance Officer (Property and Assets Services)

POSITION:	Maintenance Officer	REPORTS TO:	Senior Assets Officer
LOCATION:	All Locations	AWARD:	SCHCDS Award
DIRECT REPORTS:		CLASSIFICATION:	Level 3
DELEGATION AUTHORITY:	Refer to Argyle's Delegation Schedule		

#### POSITION PURPOSE

The objective of the Maintenance Officer is to manage a portfolio of properties managed by Argyle.

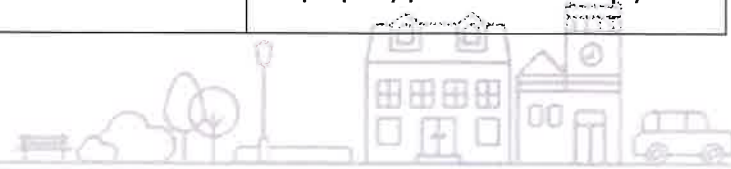
This will involve consultation with internal and external stakeholders including Tenancy Officers, Government and approved contractors and suppliers. The Maintenance Officer will work as part of a local team and assist in the delivery of small maintenance jobs and provide the guidance and support for planned maintenance on the organisations assets.

STRATEGIC PLATFORM	ACCOUNTABILITIES	KEY ACTIVITIES
<b>GROWTH &amp; SUSTAINABILITY</b>	<p>Support the achievement of Argyle's strategic and operational objectives by participating in the delivery of the strategic and business plans and the Strategic Asset Management Plan.</p> <p>Support the Assets Manager manage risk by ensuring controls are in place that relate to the management of the organisation's assets and contractors.</p>	<ul style="list-style-type: none"> <li>• Work within the Asset Management Plan</li> <li>• Assist with and be guided by business plans and work plans to ensure relevant programs, strategies and goals are achieved</li> <li>• Contribute to risk assessments and reviews</li> <li>• Develop and implement relevant controls</li> <li>• Identify and report on risk.</li> <li>• Ensure systems are in place to monitor and capture contractor performance, licenses and safety requirements</li> </ul>

STRATEGIC PLATFORM	ACCOUNTABILITIES	KEY ACTIVITIES
<b>COMMUNITY CONNECTIONS</b>	Help raise the profile and reputation of Argyle by participating in networking events and forums, and being an active member of the Assets consortium in relevant industries.	<ul style="list-style-type: none"> <li>• Attend and speak at relevant industry forms, conferences and events</li> <li>• Participate in community and industry events.</li> </ul>
<b>PEOPLE AND CULTURE</b>	Support the Assets Manager maintain a high-performance culture through effective management of maintenance practices, manage own performance and assist with the development of own capability in a supportive, safe and collaborative environment.	<ul style="list-style-type: none"> <li>• Participate in coaching, training and development opportunities</li> <li>• Manage own performance</li> <li>• Ensure all contractors are inducted and trained to do their jobs including WHS protocols.</li> </ul>
<p><b>CUSTOMER EXPERIENCE</b></p>                      <b>RELATIONSHIPS &amp; COLLABORATIONS</b>	Ensure a client focused delivery of services in the maintenance function by developing and implementing client feedback and quality controls.	<ul style="list-style-type: none"> <li>• Undertake any minor/non-urgent (&gt; 24 hours) responsive maintenance to industry performance benchmarks and enter all relevant details into Kypera</li> <li>• Advise relevant Tenancy Officer and Team Leader of tenant property abuse, detailing the cost estimate of such property abuse and the scope of works to rectify;</li> <li>• Ensure warranty aspects of items are understood to ensure that they are transacted when maintenance occurs within warranty period;</li> <li>• Attend to 'Vacant' maintenance and upgrade works as they arise to industry performance benchmarks;</li> <li>• Attend to other property upgrade works as required;</li> <li>• Perform property inspections to Argyle standards and report on variances, detailing expected expenditure and scope of planned</li> </ul>



STRATEGIC PLATFORM	ACCOUNTABILITIES	KEY ACTIVITIES
	<p>Assist the Assets team to ensure the delivery of quality homes that meets our client's needs and regulatory obligations through the development and delivery of an asset management plan</p> <p>Ensure operational compliance with registration and industry benchmarks by staying abreast of relevant laws, regulations and codes and developing and implementing best practice policies, processes and systems.</p>	<p>maintenance works at defined time intervals;</p> <ul style="list-style-type: none"> <li>• Advise the Team Leader and Manager of issues where the property is no longer liveable due to the age / state of the property which may lead to informing the Government for divesting of property.</li> <li>• Support the local team with the portfolio of properties and tenants in the region</li> <li>• Manage all responsive and planned maintenance for properties within the region</li> <li>• Ensure that the planned maintenance schedule for the region is carried out in a timely fashion and within budget parameters</li> <li>• Undertake small maintenance jobs as agreed to by the Tenancy Officers and within the scope of the maintenance required</li> <li>• Monitor the quality and pricing of the contractors for the region</li> <li>• Assist in the procurement of contractors for the local area</li> <li>• Understand the commercial and contractual maintenance arrangements that exist for properties not owned but managed by Argyle and ensure that maintenance is transacted to these arrangements;</li> <li>• Ensure that all contractors and suppliers engaged by Argyle comply with the relevant WHS standards when engaged to perform works on property portfolio and comply with</li> </ul>



STRATEGIC PLATFORM	ACCOUNTABILITIES	KEY ACTIVITIES
	<p>Ensure the Assets department meets its budgetary and financial targets by maintaining systems to capture and monitor adherence to budgets, monitoring progress and implementing corrective actions as required.</p> <p>Ensure the delivery of quality homes to our clients by maintaining excellent relationships with suppliers and partners, monitoring and reviewing the work performance of suppliers and contractors and ensuring periodic inspections of properties and work completed.</p>	<p>industry benchmarks for turnaround times and privacy;</p> <ul style="list-style-type: none"> <li>• Ensure the effective implementation of relevant Argyle policies and procedures</li> <li>• Maintain, improve and update the Argyle Approved Contractor &amp; Supplier Panel' for all responsive and planned maintenance services and items to ensure Argyle are receiving competitive rates from reliable contractors and suppliers;</li> <li>• Take corrective action as required to meet operating maintenance budgets.</li> <li>• Monitor, review and endorse the urgent (&lt;24 hours) responsive maintenance requests issued by Tenancy Officers and ensure that contractors selected are from the Argyle approved contractor panel and maintenance work conducted are within the expected cost estimate of works.</li> <li>• Review complex urgent maintenance prior to works being issued to contractor;</li> <li>• Recommend contractors to the Senior Assets Officer, monitoring performance and reporting findings to ensure contracts are appropriately managed by the Assets team.</li> </ul>



STRATEGIC PLATFORM	ACCOUNTABILITIES	KEY ACTIVITIES
<p><b>WORK HEALTH AND SAFETY</b></p>	<p>While at work, the Maintenance Officer must:</p> <ul style="list-style-type: none"> <li>• Take reasonable care of own health and safety,</li> <li>• Take reasonable care that your actions or omissions do not adversely affect the health and safety of other persons</li> <li>• Comply, so far as is reasonably able, with any reasonable instruction that is given by Argyle to allow the compliance with the Act, and</li> <li>• Cooperate with any reasonable policy or procedure of Argyle relating to health or safety at the workplace that has been notified to workers.</li> <li>• Practise and promote Argyle’s Workplace Equity principles by treating fellow employees, volunteers, stakeholders and tenants fairly and equitably and without discrimination</li> </ul>	

**KEY CONTACTS**

- Senior Assets Officer
- Maintenance Administration Officer
- Tenancy Officer
- External contractors and service providers
- Argyle Tenants

**KEY PERFORMANCE INDICATORS**

- See KPI Responsibility Matrix



## KPI Responsibility Matrix

KPI	Position						
	Prop. & Asset Serv. Mgr.	Senior Assets Officer	Senior Asset Systems & Admin Support Officer	Senior Maint. Support Officer	Maintenance Officer	Maintenance Admin. Officer	Admin. Support Officer
NRSCH Tenant Survey Response	✓	✓	✓	✓	✓	✓	✓
% of Properties Meeting State Standard	✓	✓	✓		✓		
% Properties brought to State Standard	✓	✓	✓		✓		
Urgent Repair Completion Rate	✓	✓		✓	✓	✓	
Non-Urgent Repair Completion Rate	✓	✓		✓	✓	✓	
Tenant Satisfaction with R&M	✓	✓		✓	✓	✓	
R&M Exp. vs. Budget	✓	✓	✓	✓	✓	✓	
R&M Exp. vs. Sub-Budget	✓	✓	✓	✓	✓	✓	
Board & Committee Reports	✓	✓					
Tenant Contractor Surveys	✓			✓	✓	✓	
Asset Condition Inspection Completion	✓	✓	✓		✓		
Vacant Property Management	✓	✓		✓	✓	✓	
Smoke Alarm Certification	✓	✓	✓	✓	✓	✓	
WH&S Incidents	✓	✓	✓	✓	✓	✓	✓
Complaints Substantiated	✓	✓	✓	✓	✓	✓	✓
SAMP Strategic Initiatives	✓						
Development Pipeline Projects	✓						





## QUALIFICATIONS AND EXPERIENCES (Selection Criteria)

- A relevant building or trade qualification

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- Experience in the planning and delivery of maintenance works and capital upgrades to agreed scope, time and budget is essential

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- Experience in evaluating, engaging and managing contractors and suppliers for maintenance works and upgrade activities is essential

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- Thorough understanding of responsive and planned maintenance as it applies across a residential property portfolio

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- Good organisation skills with an ability to work to strict deadlines and well under pressure;

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- Competency with Microsoft programs, particularly excel and word, and property management databases

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- Well-developed problem solving and influencing skills including ability to recommend strategies for resolution/service improvement

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- Current/Valid White Card

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- Current Australian driver's license

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- Ability to work well in a team and autonomously;

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### ARGYLE VISION

To deliver quality housing options and connections to community

### ARGYLE VALUES

#### RESPECT

We have regard for the feelings, wishes and rights of everybody

**OPPORTUNITY** We seek out ways to improve and add value to the delivery of our services

#### ACCOUNTABILITY

We are accountable for what we do and how we do it

#### RESILIENCE

We face our challenges, we learn and we move forward



### ACKNOWLEDGEMENT OF POSITION HOLDER

I acknowledge that I have read and understood the requirements of the Team Leaders position and that I have received a copy of the position description for this role.

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Name Signature Date

CEO APPROVED:	SIGNATURE:	<u>W. McLeod</u>	DATE:	<u>8/3/21</u>
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