



## POSITION DESCRIPTION

### MAINTENANCE ADMIN COORDINATOR

#### OVERVIEW

<b>PROGRAM</b>	Assets & Development
<b>POSITION REPORTS TO</b>	Team Leader of Maintenance and Operations
<b>DIRECT REPORTS</b>	5
<b>IDENTIFIED POSITION</b>	No; Aboriginal and Torres Strait Islander candidates encouraged to apply
<b>DATE PREPARED</b>	May 2018
<b>AWARD</b>	SCHCADS 4

#### ORGANISATION CONTEXT

##### About

Aboriginal Housing Victoria (AHV) is an Aboriginal community organisation responsible for managing more than 1,500 rental properties for Aboriginal and/or Torres Strait Islander people living in Victoria.

Our vision is to ensure that Aboriginal Victorians secure appropriate, affordable housing as a pathway to better lives and stronger communities.

In addition to being the largest Aboriginal Registered Housing Agency in Australia, AHV is the lead agency for Victoria's Aboriginal housing and homelessness policy, *Mana-na worn-tyeen maar-takoort*. As the housing policy lead in the Aboriginal community, AHV has responsibility to work in partnership with the Government to secure the resources and reforms to implement the policy, while we support sector development to empower Victoria's Aboriginal community to determine its chosen housing future.

AHV's housing services are targeted to those most in need of support. Through the provision of secure housing by an Aboriginal rental provider, AHV helps strengthen and maintain Aboriginal communities and cultural ties.

##### Values

Aboriginal cultural values underpin AHV's values. Our values provide an ethical framework within which all decisions are made and our services are delivered. Our values guide how we relate to our clients, each other and to the Aboriginal and non-Aboriginal community.

**Respect and support** for Aboriginal identity and culture and for our renters and stakeholders

**Striving for excellence** through leadership in Aboriginal housing and best practice service delivery

**Integrity, trust and honesty** in all our business activities

**Collaborative relationships** with our community, renters, government and stakeholders

**Kindness, compassion courtesy and dignity** in our relationships with our clients, our stakeholders and with each other

AHV is as a workplace taking active steps to stop men's violence against women and has a zero tolerance approach to violence in any form.

#### PROGRAM INFORMATION

Maintenance and Operations sits within the Assets and Development Division which also includes Tenancy and Client Services. The Division is responsible for the delivery of a range of services including client enquiries, managing waiting lists, allocations, rent payment, arrears, property management and maintenance works and life skill support.

## PURPOSE OF THE POSITION

The Maintenance Administration Coordinator is primarily responsible for monitoring, supporting and providing leadership to subordinates in particular around asset maintenance and administrative support functions.

The Maintenance Administration Coordinator's activities will contribute to ensuring AHV achieves its strategic objectives as set out in the business plan by assisting the organisation maintain its properties in accordance with AHV's operation objectives.

## KEY RESPONSIBILITIES

- Monitor, support and provide leadership to subordinates, in particular around asset maintenance administrative functions;
- Ensure the effective and efficient coordination of maintenance administrative functions, such as;
- Works order monitoring and follow up.
- Maintenance calls coordination and management.
- Job escalation management.
- Invoice and purchase order auditing.
- Contractor KPI monitoring. Including contractor documentation management.
- Initial complaints management and processing.
- Administration of all Job Variations.
- Contractor payment cycles and processes.
- Data Management – Uploading relevant reports or data onto the system.
- Stakeholder communication;
- Maintain effective communication channels which include but are not limited to; Tenants, Contractors, Tenancy Management, Reporting, Finance, Support Services.
- Reporting;
- Provide weekly reports to Team Leader – Maintenance and Operations.
- To attend regular team meetings, briefing sessions for staff and staff conference;
- To attend training and supervision when requested;
- To perform duties commensurate with the responsibilities of the role and ad hoc projects as required from time to time;
- To assist with administrative work in relation to the above duties, including filing and correspondence;
- To provide cover for other members of staff during holidays, sickness or other absences and in emergencies; and
- Other duties as required.

## QUALIFICATIONS AND LICENSES

- It should be recognised that services are in a constant state of development, and some of the above duties may change during the period of employment. A satisfactory Police Check is a mandatory requirement for all positions (to be arranged by AHV).
- Previous Maintenance Administration Experience
- Understanding of managing contractors using a head contractor model and a set Schedule of Rates.
- Victorian driver's licence.

## KEY SELECTION CRITERIA

The key selection criteria are in essence the personal skills required to be able to carry out the key responsibilities of this position. The criteria are derived from examining the themes or patterns of work as reflected in the key responsibilities for the position.

- Awareness and appreciation of Aboriginal societies and cultures and an understanding of the issues affecting Aboriginal people in contemporary Australia and the diversity of circumstances of Aboriginal people.
- Previous relevant administrative experience e.g. work orders, maintenance works, SDM, contractor interaction and complaints;
- Ability to use data in the SDM system and to load data into the system
- Proven oral and written communication skills;
- Strong analytical and interpersonal skills;
- Organisational and decision making ability;
- Ability to lead, supervise and develop a team.
- Good technical maintenance understanding.

#### **EMPLOYMENT CONDITIONS**

- Terms and conditions of employment are as per the Contract of Employment.
- AHV is an equal opportunity workplace.
- A current National Police records check and Working with Children Check are required.
- Attend mandatory and other training as required.