



## POSITION DESCRIPTION

### Maintenance Administration Coordinator

#### OVERVIEW

**PROGRAM:** Maintenance

**POSITION REPORTS TO:** Team Leader of Maintenance and Operations

---

#### ORGANISATION CONTEXT:

##### Vision

Aboriginal Housing Victoria's (AHV) vision is to ensure that Aboriginal Victorians secure appropriate, affordable housing as a pathway to better lives and stronger communities.

AHV is the first Aboriginal housing agency to be registered as a Housing Association in Victoria and it is also the largest. Our tenants are assured of access to an Aboriginal landlord and personalized and culturally sensitive services for Aboriginal people which helps to maintain and strengthen Aboriginal communities and cultural ties.

AHV provides housing to approximately 4,000 low income Aboriginal Victorians in 1,520 properties, representing 8% of the Aboriginal population. AHV manages tenancies across metropolitan and regional Victoria - Loddon Mallee (302), Gippsland (216), Hume (197), Grampians (119), Barwon (145) and the Northern (186), Southern (167), Eastern (44) and Western (144) Melbourne Metropolitan areas.

In September 2016, the Victorian Government formally announced the transfer of title of 1,448 properties that were previously managed by AHV, on behalf of the Director of Housing. The first tranche of 511 properties in the metropolitan Melbourne has occurred, with the balance of properties to be transferred over the next 2 years. The transfer of the properties to AHV, valued at approximately \$500 million is the largest to any community agency in Victoria. As the single largest financial commitment to Aboriginal Affairs in Victoria's history, it represents one of the most significant acts of self determination in Victoria. Title transfer represents significant progress toward achievement of the original ambition of AHV's founding Elders to achieve self determination and provide culturally responsive housing services.

##### 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 tenants 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, tenants, government and stakeholders

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

In early 2017 AHV became accredited as a workplace taking active steps to stop men's violence against women under the White Ribbon Workplace Accreditation Program and has a zero tolerance approach to violence.

AHV is also committed to promoting and protecting the interests and safety of children.

**PROGRAM INFORMATION:**

Maintenance and Operations sits within the Operations 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**

<b>Main Activities</b>	<ul style="list-style-type: none"><li>• Monitor, support and provide leadership to subordinates, in particular around asset maintenance administrative functions;</li><li>• Ensure the effective and efficient coordination of maintenance administrative functions, such as;<ul style="list-style-type: none"><li>- Works order monitoring and follow up.</li><li>- Maintenance calls coordination and management.</li><li>- Job escalation management.</li><li>- Invoice and purchase order auditing.</li><li>- Contractor KPI monitoring. Including contractor documentation management.</li><li>- Initial complaints management and processing.</li><li>- Administration of all Job Variations.</li><li>- Contractor payment cycles and processes.</li><li>- Data Management – Uploading relevant reports or data onto the system.</li></ul></li><li>• Stakeholder communication;<ul style="list-style-type: none"><li>- Maintain effective communication channels which include but are not limited to; Tenants, Contractors, Tenancy Management, Reporting, Finance, Support Services.</li></ul></li><li>• Reporting;<ul style="list-style-type: none"><li>- Provide weekly reports to Team Leader – Maintenance and Operations.</li></ul></li></ul>
------------------------	--

	<p><b>General:</b></p> <ul style="list-style-type: none"> <li>• To attend regular team meetings, briefing sessions for staff and staff conference;</li> <li>• To attend training and supervision when requested;</li> <li>• To perform duties commensurate with the responsibilities of the role and ad hoc projects as required from time to time;</li> <li>• To assist with administrative work in relation to the above duties, including filing and correspondence;</li> <li>• To provide cover for other members of staff during holidays, sickness or other absences and in emergencies; and</li> <li>• Other duties as required.</li> </ul>
--	--

**QUALIFICATIONS, EXPERIENCES 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 eg 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
- AHV promotes a smoke free workplace
- A current National Police records check and relevant valid state Working With Children Check are required
- Attend mandatory and other training as required

**APPROVED BY MANAGER** .....

**ACCEPTED BY STAFF MEMBER** .....

**DATE** .....