



POSITION DESCRIPTION

POSITION TITLE	Senior Maintenance Officer
REPORTS TO	Operations Manager
TIME ALLOCATION	Full Time

Position Contribution

Wesley College is a Uniting Church Residential College for young men and women who undertake full time study at the University of Sydney. Wesley has a well-articulated Vision, Mission and Values statement, which reflects our commitment to fostering a vibrant community of learning and personal growth and ensuring that we show respect and display respect to others. The historic college residence and grounds are home to around 250 students. The College fosters the social, community and welfare development of students. The Maintenance Officer is responsible for carrying out repairs and maintenance as required to ensure all aspects of the College buildings, infrastructure are safe, well presented and maintained, and the College operates efficiently.

The role reports to the Operations Manager and forms part of the maintenance team of the College. This position is responsible for the completion of programs of work and tasks related to the maintenance and refurbishment work, and to ensure they are completed to the requisite standards, within required timeframes and safety guidelines as set by College management.

Relationships

This position forms part of the Maintenance Team. The Senior Maintenance Officer works for and alongside the Operations Manager to ensure the smooth running of maintenance work on a day to day basis. The following are key relationships/stakeholders associated with this position:

- (a) Specialist and servicing contractors
- (b) Student Assistants (x10)

Principal Accountabilities

Assist the Operations Manager to ensure all maintenance works are delivered on time, within safety and quality requirements.

Completion of works tasks required for the property maintenance of the college (includes roofing, electrical, plumbing, carpentry, painting, grounds)

Work in collaboration with Operations Manager in planning maintenance, ensuring that maintenance schedules are kept up to date with relevant evidence in place.

Managing own time to perform reactive, ad hoc duties as needs demand or as set by Operations Manager.

Brief contractors or trades people on repair and maintenance work they have been requested to undertake.

Ensure contractors and trades people sign in when attending the College and are inducted in regard to site safety requirements and job specific safety requirements as well as checking credentials of new providers.

Accompany contractors and trades people to the location of where the work will be conducted. Oversee work conducted by contractors and trades people.

Ensure work completed is of appropriate quality and that the area is cleaned to a suitable standard before the contractors or trades people leave site.

Conduct a debrief with contractor or trades people to determine if further action is required or that information is disseminated.

Determine student assistant capabilities when allocating maintenance work.

Provide training to student assistants on allocated tasks including workplace safety guidelines.

Supervise tasks undertaken by student assistants and provide feedback where necessary.

Develop and maintain effective relationships with all residents of the College with a focus on customer service.

Duties Repairs & Maintenance

1. Assist with the set ups and facility restoration for events, conferences and events.
2. Maintain all bathroom fittings, toilets, showers, shower screen, taps, and drains.
3. Ensure all leaking taps, blocked drains are repaired on the same day of notification.
4. Maintain door locks, hinges, closers and window locks.
5. Undertake repair work to central room heating to ensure it is working effectively.
6. Undertake repair work to walls, doors, windows and furniture within nominated time.
7. Maintain and repair furniture throughout the College. Remove all unsafe chairs, tables, bookcases, wardrobes etc from use and replace with substitute furniture.
8. Regular check and clean of storm water drains.
9. Setup furniture, data projector, screens, whiteboards and telephone conference equipment.
10. Complete planned maintenance according to schedules and ensuring proper evidence for the activity.
11. Complete reactive maintenance as required ensuring completion, evidence and appropriate communication with the task owner and Operations Manager.
12. Collaborate with Operations Manager to develop maintenance procedures and schedules.
13. Keep maintenance logs of work undertaken across the College.
14. Maintain equipment in good working order.
15. Participate in team meetings.
16. Update Operations Manager on any relevant operational issues as they occur.
17. Assist the Operations Manager in delivering "out of semester accommodation services".
18. Report all Workplace Health & Safety risks and incidents and actively participate in reducing them.
19. Undertake other tasks and duties as required by the Operations Manager.

Key Performance Indicators

1. Completion of all planned activity tasks (to meet SLA where applicable) including closing tasks and appropriate communication within required standards and timeframe.
2. Completion of all planned reactive/ad hoc tasks (to meet SLA where applicable) including closing tasks and appropriate communication within required standards and timeframe.
3. Ensuring Workplace Health & Safety practices and policies are adhered to for all maintenance work.
4. Ensuring contractor control on site, signing in and out book and adherence to site rules.
5. Ensure all critical spares are kept on site to agreed schedule.
6. Appropriate training and supervision of Students Assistants.
7. Feedback from key stakeholders on quality, timeliness and delivery of work, demonstrating a customer service focus.

An annual performance review will be conducted by the Operations Manager.

Key Skills, Experience and Attributes

1. Possess appropriate practical skills and experience relevant to the position and with at least 3 years' experience ideally in facilities/property maintenance.
2. While not a pre-requisite, a trade background is desirable such as carpentry, painting, plumbing, electrical or masonry.
3. Ability to recognise risk and good understanding of Workplace Health & Safety requirements.
4. Possess training relevant to the role as required e.g. WH&S desirable.
5. Able to plan and prioritise work.
6. Professional presentation and manner.
7. Good interpersonal communication skills.
8. Ability to communicate effectively with staff, students, contractors and external organisations.
9. Display effective problem solving and show initiative.
10. Proven ability to work collaboratively within a busy environment.
11. Commitment to the goals and strategic direction of Wesley College.