

Position Description

Title	Maintenance Administrator
Business Unit	Asset Management Housing & Property division
Location	321 Ferntree Gully Road, Mount Waverley
Employment type	Full Time/Part Time – Ongoing/Maximum Term
Reports to	Facilities Manager, Central and Tasmania

About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we work in solidarity with Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the traditional owners and custodians of this land. We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

Our purpose: To inspire people, enliven communities and confront injustice

Our values: We are imaginative, respectful, compassionate and bold

1. Position purpose

The Maintenance Administrator provides high level administrative support to the Facilities Management Team through the general administrative office tasks, assets help desk support, payment of all invoices, filing, day to day administration and management of the assets property maintenance system (Maintenance Manager) and all facilities work orders. The Maintenance Administrator will also work in conjunction with the Facilities Manager on and across capital and maintenance projects as required.

2. Scope

Budget: nil

People: nil

3. Relationships

Internal

- Housing & Property division
- Operations- Tenancy management
- Other Uniting staff

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External

- Contractors
- Utility providers

4. Key responsibility areas

Service delivery

- Responsible for the day to day operation and administration of the Asset Property Management System (Maintenance Manager):
 - Based from our office and on site, answering incoming calls about maintenance matters and log them on Maintenance system.
- Discuss job queries with the Facilities Manager to direct jobs to the most appropriate person/contractor and discuss with the Tenancy Administration team if unclear about maintenance tasks at any of their properties
- Contractor management:
 - Call & email contractors to engage them on jobs as requested by any of the Housing Services leadership team
 - For new contractor's email Insurance & OH&S compliance documents and monitor that they are completed prior to commencing a job on one of our sites
 - Maintain the Preferred Contractors List up to date by reviewing on a quarterly basis
 - Assess and recommend new contractors for specific housing tasks, and where required removal of underperforming contractors, in consultation with the Facilities Manager.
- Procurement, purchase orders and invoicing:
 - Complete purchase orders for all tasks, following Uniting purchasing procedures
 - Monitor contractor invoices to ensure they are received regularly. Escalate appropriately to Senior Manager, Housing Service where compliance is not achieved
 - Check, code and process all invoices weekly, relating to the Facilities/Housing Services program and follow up any discrepancies as required
 - Match purchase orders with invoices and ensure Facilities Manager's approval is received.
- Maintain all records, including property maintenance files and electronic files in an accurate, consistent and orderly manner in line with relevant policies and procedures
- Arrange utility connections/disconnections as required and maintain good records of communications
- Check and amend all concession entitlements – regarding water/council rates
- Key for property management:
 - Responsible for order, maintain and monitor all keys associated with a Uniting property and ensure they are recorded correctly
 - Record Key Safe location details across all properties including their key contents details
- Prepare correspondence and reports as required

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- Other duties as required.

Personal accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
- Ensure appropriate use of resources.
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e. equal employment opportunity, health, and safety) and mandatory training specific to position.

5. Performance indicators

- To be confirmed

6. Person specification

Qualifications

- Tertiary qualification in Office/Business Administration or similar. For example, Certificate III or IV in Business Administration (desirable)

Experience

- Previous experience as an office administrator preferably in maintenance or construction
- Demonstrated experience in general property management of public, private or community housing rental properties
- Demonstrated experience working sensitively with vulnerable people
- Well-developed skills with MS Office (Excel, Word, Outlook and PowerPoint) and have experience using an online Central Maintenance Portal (maintenance register)
- Experience with finance systems, invoicing and billing

Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values
- Proven capacity to work with Chintaro or similar Tenancy and Property management software.
- Demonstrated ability to plan, organise and prioritise work in a fast paced environment with multiple priorities.
- Demonstrated ability to work effectively and cooperatively in a team environment

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- Proven experience working under pressure with competing priorities, whilst maintaining excellent attention to detail
- Well-developed verbal and written communication and interpersonal skills
- Possess a positive attitude and be consistently reliable and conscientious
- Current Victorian drivers licence

7. We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and relevant Working with Children Check to your State prior to commencement of any paid or unpaid work and/or participation in any service or undertaking.

This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.

8. Acknowledgement

I have read, understood, and accepted the above Position Description

Employee

Name:

Signature:

Date: