

# Coordinator Building Maintenance

<b>Reports to</b>	Manager City Projects	<b>Direct reports</b>	Project officers, Carpenters, Office Administrator and asset supervisors
<b>Classification</b>	Band 8		
<b>Position number</b>	New		

## What will you do?

### Service Delivery

- Manage councils reactive and cyclic maintenance programme to ensure building are maintained to a high level.
- Manage the undertaking of council programmed maintenance activities.
- Develop and implement annual minor capital works programme to ensure assets are maintained to a high standard.
- Ensure councils building assets meet all legislative requirements including ESM, trades panels and asbestos management.
- Manage the completion of asset management activities including condition audit, asset register and strategic alignment.
- Manage key maintenance contract such as cleaning and security contracts to ensure that council assets provide the maximum benefit to the community.
- Operate in complex environments and undertake challenging tasks whilst maintaining a customer centric focus.

### Systems and process

- Embed maintenance management frameworks within the unit.
- Design and implement work systems and practices that are responsive, flexible and financially sustainable and meet the community's needs.
- Implement information management systems and practices
- Lead projects and activities in an integrated way to support organisational wide performance.

### People

- Lead cultural change to achieve our goals and objectives
- Undertake appropriate people management practices to ensure that the services have the right people in the right job at the right time.
- Develop others to reach their full potential.
- Build and maintain internal and external relationships, critical to success.

## Who are you?

- Tertiary qualified in engineering, building management or related fields
- Proven to have experience in the management of building assets.
- Experienced in monitoring and managing service delivery of significant external contracts.
- A people leader who is able to lead and inspire service units to meet objective and deliverables.
- Able to develop and deliver work programs and systems that successfully support flexible work practices, agility and financially responsive practice.
- Flexible to respond to changing priorities and able to complete tasks within tight timeframes.
- A problem solver, able to resolve complex operational and service delivery issues to meet the needs of internal and external stakeholders
- A negotiator, able to influence outcomes to achieve organisational objectives.
- Knowledgeable in government, and local government organisations,
- A customer centric individual who can provide a high level of customer service.

## What do we expect?

- Model and lead our values.
- Be dedicated to delivering a consistent, connected and customer focused service.
- Be committed to maintaining a safe and healthy workplace.
- Act consistently with our Employee Code of Conduct.
- Be flexible and responsive and prepared to step-up in times of need.

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## What are your key responsibilities?

<b>Service delivery</b>	<ul style="list-style-type: none"> <li>• Lead a team of multidisciplinary professionals to manage councils building assets.</li> <li>• Engage and monitor delivery of maintenance and capital works whilst responding to changing priorities and needs.</li> <li>• Resolve complex operational issues with key stakeholders in a collaborative way.</li> <li>• Embed robust management systems and frameworks that promote excellence and provide transparency in the delivery of the service objectives.</li> <li>• Engage, monitor and manage the external contractors to ensure Council assets are maintained to a high standard.</li> <li>• Provide specialist advice to internal and external customers in relation to service delivery .</li> <li>• Monitor key performance indicators and respond proactively to issues as they arise.</li> <li>• Maintain and implement safe work practices that comply with relevant regulations and legislation.</li> <li>• Deliver the objectives of the service unit business plans.</li> <li>• Influence internal and external stakeholders to resolve cross departmental service issues.</li> <li>• Engage in collaborative and effective relationships that assist in delivery of projects.</li> </ul>
<b>Systems and process</b>	<ul style="list-style-type: none"> <li>• Develop and implement work systems, practices and processes that support responsive and flexible customer service and are financially responsible.</li> <li>• Provide expert operational advice into policy development.</li> <li>• Provide high level reporting to internal and external stakeholders.</li> <li>• Undertake financial transactions within delegated authority including budget maintenance.</li> <li>• Implement information management practices.</li> <li>• Participate in internal and external audits and implement audit actions.</li> </ul>
<b>People</b>	<ul style="list-style-type: none"> <li>• Undertake people management practices in line with policies and procedures and relevant legislative requirements.</li> <li>• Implement induction processes for new employees that meets workplace safety requirements.</li> <li>• Respond to operational employee relations issues.</li> <li>• Complete the annual performance and development process for the team within allocated timeframes</li> <li>• Develop others to be their best.</li> <li>• Contribute to a workforce planning model.</li> </ul>

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## What are the key requirements?

<b>Accountability and extent of authority</b>	<ul style="list-style-type: none"> <li>• Accountable for the effective and timely maintenance of council assets..</li> <li>• Responsible for the achievement of Unit business plans and key performance indicators</li> <li>• Responsible for the implementation of policies and processes of the unit.</li> </ul>
<b>Judgement and decision making</b>	<ul style="list-style-type: none"> <li>• Ability to make decisions in relation to the application of service delivery and the coordination of resources with minimal direction.</li> <li>• Sound analytical skills, including the ability to develop innovative solutions to problems.</li> <li>• Ability to resolve complex operational and service delivery issues to meet the needs of internal and external stakeholders.</li> </ul>
<b>Specialist knowledge and skills</b>	<ul style="list-style-type: none"> <li>• Highly developed knowledge of principles and practices of building asset management in an evolving environment.</li> <li>• High literacy and computer skills.</li> <li>• Knowledge of government and local government organisations.</li> <li>• Sound knowledge of budgeting and financial processes and procedures.</li> <li>• Understanding of organisational objectives and how it impacts on the unit.</li> <li>• Guidance is not always available from within the organisation.</li> </ul>
<b>Management skills</b>	<ul style="list-style-type: none"> <li>• Ability to lead, motivate and inspire others and implement contemporary people management practices that are compliant with relevant legislation.</li> <li>• High level supervisory skills to coordinate the team and external contractors where necessary.</li> <li>• Coaching and mentoring skills enabling the transfer of knowledge and skills in field of speciality.</li> <li>• Demonstrated ability to complete tasks within tight timeframes and the flexibility to respond to changing priorities</li> </ul>
<b>Interpersonal skills</b>	<ul style="list-style-type: none"> <li>• Highly developed negotiation skills and the ability to influence outcomes to achieve organisational objectives.</li> <li>• The ability to build strong stakeholder partnerships and relationships.</li> <li>• Excellent written communication skills including the ability to prepare concise and accurate reports.</li> <li>• Demonstrated ability to resolve conflict situations.</li> </ul>
<b>Qualifications and experience</b>	<ul style="list-style-type: none"> <li>• A tertiary qualification in engineering , building management or similiar.</li> <li>• Significant relevant experience design and delivery of a range of building projects in a complex community environment.</li> <li>• Sound experience in developing work systems and process in relevant role preferably in a local government environment.</li> </ul>