

# WHITEHORSE CITY COUNCIL

## Position description

<b>Job title:</b> Building Services Technical Officer	
<b>Classification:</b> Band 7	<b>Effective Date:</b> March 2025
<b>Reports to:</b> Coordinator Facilities Maintenance	<b>Tenure:</b> Temporary

### About Us:

At Whitehorse City Council, community is at the heart of everything we do.

We aspire to be a healthy, vibrant, prosperous and sustainable community. We enable this through strong leadership and community partnerships.

We strive to stay ahead of evolving changes and needs of our community.

Our five key principles empower our employees to be innovative and provide an excellent customer experience. We are a resilient organisation where everyone belongs.



### CREATe - Our Values and Behaviours:

Our shared values and behaviours are integral to how we go about our work, interact with each other and our community. Our employees 'live' these shared values. In living these values we also ensure that everyone has a voice and that everyone matters.

#### Collaboration

We work flexibly together to achieve outcomes and solve problems.

#### Respect

We actively listen, value diversity and care.

#### Excellence

We adapt, respond, learn and grow.

#### Accountability

We take responsibility and follow through on our promises.

#### Trust

We act with integrity and are empowered to make decisions.

City of Whitehorse is a culturally and linguistically diverse community. We are proud of the diversity of our workforce and recognise the strength this provides in meeting the needs of our community. We are committed to upholding a safe, inclusive and respectful workplace that values the contribution of all.



# WHITEHORSE CITY COUNCIL

## Position description

Whitehorse City Council is committed to being a child safe organisation. We recognise our responsibilities to keep children and young people safe from harm and have established policies, procedures and training to achieve these commitments.

## Goal Statement

To establish and manage reactive maintenance, maintenance programmes and capital works for building infrastructure including electrical and mechanical plant at a range of Council's aquatic, recreational and community facilities to ensure optimal performance of Council's assets and business operations.

## Key Responsibilities

### *Position Specific Responsibilities*

To sustainably manage cutting edge building and plant technologies and improve facilities maintenance systems at major sites including:

- the day to day management and review of all Building Automation Systems (BAS) to ensure all building related services and infrastructure run at optimal levels of performance at all times. This may include daily monitoring of plant and equipment performance, for key plant items including but not limited to checks on Air Handling Unit systems, Access Control systems and CCTV systems;
- coordination, scheduling and supervision of all building related trades staff and contractors including all Essential Safety Measures (ESM) inspectors;
- regular, if not daily, liaison with the Centres Operations Managers and Coordinators regarding building performance and maintenance issues;
- work site supervision and monitoring to ensure compliance with OH&S policy, regulation & procedures including review and regular auditing of Safe Work Method Statements (SWMS) prepared by contractors;
- preparation of specification and tender documents for Council's maintenance and capital works contracts;
- solving building management problems using Australian Standards, Codes of Practice, guidelines, technical knowledge and experience;
- manage the temporary issue and record keeping for access control systems on major sites including master keys systems and proximity cards for the purposes of building related maintenance;
- establish and maintain schedules for programmed maintenance activities such as cyclic painting and flooring replacements to ensure facilities are well presented and functional at all times;
- to raise and process purchase orders, invoices and update Council's asset management system (IAMS) as required;
- investigate, develop and implement action plans for facilities maintenance related activities;
- other infrastructure and plant maintenance or renewal activities as directed.

### *Corporate Responsibilities*

- ensure adherence to all Corporate Policies, Procedures and the Overarching Principles in the current Whitehorse City Council Collective Agreement 2012 by all staff under their supervision.
- ensure the organisation is aware of and compliant with relevant statutes and legislation.
- identify and develop changes to policy and procedure in areas of responsibility.
- ensure that risk management principles are adopted in all decision-making processes
- undertake identification, reporting and resolution of risk management activities (including that staff are appropriately trained) and ensure that all relevant operating procedures provide for a safe working environment.
- apply sound financial management techniques to budget processes.
- provide equitable and sound supervision of staff and contractors, (including ensuring appropriate training, development and motivation) to ensure that team performance targets are met and contribute to the strategic plans of the team.
- appropriate care and use of assets and equipment.

### **Accountability and Extent of Authority**

**Budget:** Ability to develop, monitor and report on operational and specific project budgets and prepare and assess quotations and tenders.

**Staff responsibility:** To provide direction and assistance with on the job supervision and direction for any in-house maintenance staff and supervise external building maintenance and compliance related contractors.

### **Judgement and Decision Making**

- Apply established techniques to new situations but identify when these are not appropriate and develop other options.
- Ability to select appropriate methods & processes to solve problems using technical knowledge and experience.
- Ability to prioritise and allocate works to external contractors, in-house staff & consultants as appropriate to minimise impact on business operations.
- Regularly brief the Facilities Maintenance Co-ordinator on budgetary, building infrastructure and building services issues in a timely manner.
- Guidance is not always available within the organisation.

## Specialist Knowledge and Skills

### Essential

- Knowledge and experience in building facilities maintenance, asset management and/or construction
- Knowledge of relevant Standards, Codes of Practice, OH&S, ESM Regulations, etc.
- Relevant public sector experience
- A well-developed knowledge of, and experience in, the collection and manipulation of strategic building data to guide planned maintenance investment strategies and decisions.

### Desirable

- Experience in the use of propriety asset management and maintenance systems including master key, access controls and CCTV systems
- Project management qualification
- Experience of effectively managing projects in liaison with community stakeholders.

## Qualifications and Experience

- Technical or Trade related qualifications in a building services discipline and/or extensive relevant experience in a similar role, a previous experience within Electrical and Mechanical (HVAC and BMS) field will be highly regarded.
- Demonstrated understanding and experience in the management of a diverse range of building operations, maintenance and building automation systems in complex facilities. Experience with state of the art technologies including ESD and maintenance experience at aquatic centres would be advantageous.
- Sound working knowledge and ability to interpret Occupational Health & Safety Act 2004, relevant safety codes and standards, Building Act, Building Regulations, Building Code of Australia, Australian Standards and in particular understanding and experience with the Essential Services Legislation's requirements.

## Interpersonal Skills

- Ability to resolve issues with customers & contractors in a timely, professional & courteous manner.
- Excellent written and verbal communication skills
- Ability to write reports in field of expertise and to prepare external correspondence.
- To confidently represent Capital Works Department at interdepartmental meetings and planning sessions

### Key Relationships:

- Work closely with Capital Works Department staff
- Liaise closely with facility management & staff at all levels up to and including General Managers.
- External relationships include; External contractors, Consultants, Suppliers, Other Municipalities, Government departments & Agencies, Stakeholders and Community Groups, Residents & Customers.

### Management Skills

- Ability to manage and complete a variety of technical tasks on time and within budget.
- Demonstrated time management skills and ability to plan & organise own work and set priorities to meet specific and set objectives in the most efficient way within resources available and within set time table despite conflicting pressures.
- Ability to work successfully in a team environment as well as independently with minimal supervision.
- Ability to cooperate and communicate professionally with facility users, staff and management.
- Sound decision making skills in responding promptly to and resolving a wide range of urgent reactive building maintenance issues.

### Application Requirements

- Satisfactory National (and International as applicable) Criminal History Check.
- Working with Children Check.
- A valid Victorian driver's licence.

### Key Selection Criteria

1. Technical or Trade related or Engineering qualifications in a building services discipline and/or extensive relevant experience in a similar role, a previous experience within Electrical and Mechanical (HVAC and BMS) field will be highly regarded.
2. Demonstrated understanding and experience in the management of a diverse range of building operations. Management and maintenance of state of the art technologies including ESD at aquatic centres and maintenance and building automation systems in complex facilities would be advantageous.
3. Ability to resolve issues with customers & contractors in a timely, professional & courteous manner.
4. Demonstrated time management skills and ability to plan & organise own work and set priorities.

5. Sound decision making skills in responding promptly to a wide range of urgent reactive building maintenance issues.
6. Ability to work collaboratively within a multi-disciplined team to achieve department wide goals and show a demonstrated commitment to continuous improvements of systems and services.

## Physical Requirements

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Comments
<b>Kneeling/Squatting</b> Tasks involve flexion/bending at the knees, ankle, and waist in order to work at low levels.			
<b>Hand/Arm Movement</b> Tasks involve use of hand/arms			
<b>Bending/Twisting</b> Tasks involve forward or backward bending or twisting at the waist.			
<b>Standing</b> Tasks involve standing in an upright position			
<b>Reaching</b> Tasks involve reaching above head, and above and equal to shoulder height			
<b>Walking</b> Tasks involve walking on slopes and walking whilst pushing/pulling objects			

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Comments
<b>Lifting/Carrying</b> Tasks involve raising, lowering and moving objects from one level position to another			
<b>Pushing/Pulling</b> Tasks involve pushing/pulling away, from and towards the body			
<b>Keyboard Duties</b> Tasks involve sitting at workstation and using computer.			
<b>Satisfactory Vision</b> Standard of vision required equal to that required for driver's licence			

**Any other relevant comments:**