

# WHITEHORSE CITY COUNCIL

## Position description

<b>Job title:</b> Facilities Maintenance Coordinator	
<b>Classification:</b> SEO	<b>Effective Date:</b> March 2025
<b>Reports to:</b> Manager Project Delivery & Assets	<b>Tenure:</b> Permanent

### 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 to provide an excellent customer experience. We are a resilient organisation where everyone belongs.



**Excellent Customer  
Experience and  
Service Delivery**



**Great  
Organisational  
Culture**



**Innovation  
and Continuous  
Improvement**



**Good Governance  
and Integrity**



**Long Term  
Financial  
Sustainability**

### We value:

Our shared values and behaviours are integral to how we go about our work, interact with each other and our community. It is expected that all 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.

## Goal Statement

- Contribute to positive community outcomes through efficient, effective and legislative compliant maintenance and renewal services across a wide range of community buildings and facilities.
- Actively participate in the development and implementation of asset management policy, strategic planning and the establishment of appropriate levels of service and standards for Council's buildings and facilities assets.

## Key Responsibilities

### *Position Specific Responsibilities*

#### **General**

- Lead the Facilities Maintenance team providing leadership, guidance and support to achieve an efficient and effective team that contributes to a positive workplace culture.
- Ensure the work practices and culture of the Project Delivery and Assets Department embrace and encourage adherence to relevant OHS and EO legislation and policies
- Manage the successful performance of the team and encourage Council implementing best practice facilities maintenance standards through continuous improvement and innovation.
- Continue to develop facilities maintenance practices that ensure Council meets its regulatory requirements.

#### **Facility Maintenance**

- Deliver a range of quality building and facility maintenance services including the scoping and scheduling of preventative and regular maintenance, preparation of tender documentation, tender evaluation, the letting of contracts, contract administration, condition monitoring and performance reporting.
- Ensure the programmed, preventative and reactive maintenance programs are adequately funded and resourced so that Council's building assets are, as far as is practical, fit for purpose to facilitate the delivery of services to the Whitehorse community.
  - Establish and maintain adequate systems and controls to minimise risk and maximise occupational health and safety of all stakeholders associated with maintenance and renewal works.
  - Conduct inspections and regular audits of buildings and maintain appropriate records to ensure that all buildings comply with the relevant Building Acts, Building Regulations and National Construction Code.

- Establish and maintain National Construction Code compliant Essential Safety Measure Programs and arrange annual reporting in accordance with legislative requirements.

## **Management**

- Provide regular reports to the Manager Project Delivery and Assets on activities and performance to ensure adherence to annual programs and budgets.
- Prepare and monitor annual Recurrent and Capital Works budgets for Council buildings and facilities, including estimates, within the annual budget process.
- Provide specialist knowledge across the organisation for the on-going improvement of contract management, maintenance and essential service measures activities.
- Promote a culture of quality, industry best practice and customer focus across the entire team.
- Manage contractors and supervise tradesmen engaged in maintenance of building assets.
- Conduct regular OH&S audits of worksites and to provide a safe working environment in accordance with the Occupational Health & Safety Act, and other safety regulations and ensure that Buildings Management staff and contractors are aware of relevant safe work practices.

## **Policy/Planning**

- Contribute to the development and implementation of operational policy on asset management, strategic planning and establishment of contract service levels and standards in regard to the overall management of Council's buildings and facilities.
- Develop, implement, monitor and assess 5 Year, routine and preventative maintenance programs for all Council buildings.
- Actively participate in the development of improved asset management systems, processes and procedures to enable flexible and responsive service delivery with a customer focus.
- Maintain awareness of the latest technology developments and legislation changes in relation to building and facility maintenance services, in particular those which may enhance or impact upon the delivery of these services.

## ***Corporate Responsibilities***

- Ensure adherence to all Corporate Policies, Procedures and the Organisational Goals and Values Principles in the current Whitehorse City Council Collective Agreement by all staff under 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 within the team.
- 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 team budget processes.
- Provide equitable and sound supervision of staff, (including ensuring appropriate training, development and motivation) to ensure that team KRA's are met and contribute to the strategic objectives of the team.
- Ensure appropriate care and use of assets and equipment.
- Support, enable and encourage strategies and actions identified in Council's Gender Equality Action Plan (GEAP) to improve workplace gender equality.
- Champion a safe environment for children and young people in accordance with Council's commitment to Child Safety

### Accountability and extent of authority

**General:** The Co-ordinator Facilities Maintenance is directly accountable to the Manager Project Delivery and Assets for providing efficient and effective overall management of Council's building and facilities maintenance activities. They are required to maintain currency of information regarding legislative requirements related to facilities maintenance management.

**Budget:** Development, management and monitoring of the budget for reactive, preventative and regular maintenance, essential safety measures and building maintenance contracts. Responsibility for the preparation of estimates and quotations.

**Staff responsibility:** Management of Facilities Maintenance staff. Supervision of external contractors.

### Judgement and decision making

- Required to draw upon relevant training/experience to evaluate and determine appropriate methods and procedures to resolve building maintenance problems and issues.
- Required to exercise sound judgement and problem solving skills in the selection of the most effective methods or processes within budget & time constraints.
- Required to prioritise works & allocation of works to in-house staff as well as external contractors.

## Specialist knowledge and skills

### *Technology:*

- Proficiency in the application of the Microsoft Suite of applications, particularly Excel. Experience with the use of relevant asset management applications.

### *Other technical skills and experience:*

- High level of technical knowledge and experience with building and facilities related trades, essential safety measures, works programming and optimal asset maintenance techniques.

### *Interpersonal:*

- Sound written and oral communication skills and demonstrated successful people management experience including ability to liaise, persuade and negotiate at all levels.
- Ability to resolve conflict situations with customers and contractors in a professional, courteous and respectful manner.

### *Leadership/management:*

- Well-developed conceptual and analytical skills and ability to interpret and develop service standards and contracts for the maintenance of assets.
- Budget and financial management skills.
- Demonstrated ability to set priorities, plan, coordinate resources and manage time effectively to achieve objectives within agreed time frames and project deadlines.

## Management skills

- Well-developed conceptual and analytical skills and ability to interpret and develop service standards and contracts for the maintenance of assets.
- Budget and financial management skills.
- Demonstrated ability to set priorities, plan, coordinate resources and manage time effectively to achieve objectives within agreed time frames and project deadlines.

### Inter-personal skills

- Sound written and oral communication skills and demonstrated successful people management experience including ability to liaise, persuade and negotiate at all levels.
- Ability to resolve conflict situations with customers and contractors in a professional, courteous and respectful manner.

### Qualifications and experience

- Eligibility for corporate membership of a relevant professional body or alternatively technical qualifications supported by extensive building management and maintenance experience.
- Knowledge & high level of understanding of the National Construction Code, the Disability Discrimination Act and Equitable Access Regulations.
- A valid driver's licence.
- Satisfactory National Criminal History Check.

### Other skills and attributes

- Attention to detail.
- Ability to work independently and as part of a team.
- Excellent customer service skills.
- Previous experience working in Local Government.
- On occasion, and by pre-arrangement, the incumbent may be required to attend meetings that occur outside standard hours of work.
- This position may require work to be performed at different work locations relevant to organisational requirement.
- Incumbent will be listed in the Afterhours Standby Officer manual and may be required to assist via phone with urgent / emergency situations when they arise.
- The employee may be directed to carry out duties within the limit of their skills, competence and training, provide that such duties are reasonable and do not promote the narrowing of their skill base or opportunity for development.

## Key Selection Criteria

1. High level of technical knowledge and experience with building and facilities related trades, essential safety measures, works programming and optimal asset maintenance techniques.
2. Sound written and oral communication skills and demonstrated successful people management experience including ability to liaise, persuade and negotiate at all levels.
3. Demonstrated ability to set priorities, plan, coordinate resources and manage time effectively to achieve objectives within agreed time frames and project deadlines.
4. Demonstrated experience and ability to supervise and support the development of staff
5. Budget and financial management skills.
6. Demonstrates organisational values and behaviours.

## Physical and Functional Requirements

### PHYSICAL FUNCTIONAL DEMANDS (POSTURE AND MANUAL HANDLING)

Manual Handling Demand	Specific Tasks	Frequency/Duration of performance of task per day	Assessor: Can candidate perform demand (Y/P/N)?	Comments
<b>Standing</b> Tasks involve standing in an upright position.	<ul style="list-style-type: none"> <li>Meeting with Council officers. Including review, display and sorting of documents</li> </ul>	Occasional		
<b>Squatting</b> Tasks involve bending at the knees and ankles, full squat and semi squat posture.	<ul style="list-style-type: none"> <li>General tidying of area</li> <li>Accessing cupboards</li> </ul>	Sometimes performed  Sometimes performed		
<b>Kneeling</b> Tasks involve bending at the knees and ankles.	<ul style="list-style-type: none"> <li>General tidying of area</li> <li>Accessing cupboards</li> </ul>	Sometimes performed  Sometimes performed		
<b>Walking</b> Tasks involve walking on even/uneven surfaces.  Tasks involve walking up/down steep inclines.	<ul style="list-style-type: none"> <li>Regular short distances &lt; 50m, Trolley used when appropriate to aid in manual handling</li> </ul>	Sometimes performed		
<b>Lifting (Floor to waist)</b> Tasks involve raising, lowering or transferring objects ( $\leq 9\text{kg}$ ) from one position to another, using the hands.	<ul style="list-style-type: none"> <li>Collecting, returning hard copy files</li> <li>Short distances, stable load &lt; 5kg</li> </ul>	Sometimes performed		
<b>Lifting (Between waist and shoulder)</b> Tasks involve raising, lowering or transferring objects ( $\leq 9\text{kg}$ ) from one position to another, using the hands.	<ul style="list-style-type: none"> <li>Collecting, returning hard copy files</li> <li>Short distances, stable load &lt; 5kg</li> </ul>	Sometimes performed		



Manual Handling Demand	Specific Tasks	Frequency/Duration of performance of task per day	Assessor: Can candidate perform demand (Y/P/N)?	Comments
<b>Reaching forward</b> Tasks involve forward reaching with the arms extended.	<ul style="list-style-type: none"> <li>General tidying of area</li> <li>Accessing cupboards</li> </ul>	Occasional  Once per day		
<b>Pushing/Pulling</b> Tasks involve pushing objects away from the body or pulling objects towards the body (also includes striking or jerking).	<ul style="list-style-type: none"> <li>Movement of objects, documents and other equipment at workstation</li> </ul>	Occasional		
<b>Hand/arm dexterity</b> Tasks involve use of hands and arms like wrist and/or elbow flexion and extension (i.e. typing, stacking).	<ul style="list-style-type: none"> <li>Photocopying of documents</li> <li>Using the telephone</li> <li>Preparation of correspondence</li> </ul>	Daily, intervals across 7.6 hours  Up to 7.6 hours a day, head set offered, supplied phone headsets recommended  Occasional		
<b>Handwriting</b> Tasks that require the production of written material to record or communicate information.	<ul style="list-style-type: none"> <li>Note taking in meetings</li> </ul>	Occasional		
<b>Keyboard duties</b> Task involve sitting at workstation and using computer.	<ul style="list-style-type: none"> <li>Data Entry, emails, Phone interaction, reports, correspondence etc</li> </ul>	Daily, intervals across 7.6 hours		

## COGNITIVE AND PSYCHOSOCIAL DEMANDS

Psychological Demand	Required to perform roles and responsibilities of the job? (Tick appropriate option)				Assessor: Can candidate perform demand (Y/P/N)?	Comments
	Unlikely	Possible	Occasionally	Regularly		
<b>Adaptability and flexibility</b> Ability to work effectively in the midst of change or rigid constraints. Adapts to changing needs, conditions and work responsibilities.				✓		
<b>Decision making</b> The ability to work effectively when analysing problems, organising information, resolving issues or generating solutions.				✓		
<b>Degree of Self-Supervision</b> The ability to work effectively without supervision.				✓		
<b>Exposure to Confrontational Situations</b> Ability to work effectively when confronted by an individual or encountering confrontational situations requiring the employee to take action.			✓			
<b>Problem Solving and Analysis</b> The ability to work effectively at solving problems and analysing situations and information.				✓		

### PHYSICAL FUNCTIONAL DEMANDS (SENSORY)

Sensory Demand	Required to perform roles and responsibilities of the job?			Assessor: Can candidate perform demand (Y/P/N)?	Comments
	Always	Often	Never		
<b>Vision</b> Tasks involve use of eyes as an integral part of task performance e.g. looking at computer screen, keyboard, etc., peripheral vision.	Necessary in order to effectively and safely perform roles and responsibilities.				
<b>Hearing</b> Use of hearing is an integral part of work performance e.g. telephone enquiries.	Necessary in order to effectively and safely perform roles and responsibilities.				
<b>Smell</b> Tasks involve the use of smell as an integral part of the task performance e.g. working with chemicals.			Needed in some instances to effectively and safely perform roles and responsibilities.		
<b>Touch</b> Tasks involve the use of touch integral to task performance.	Necessary in order to effectively and safely perform roles and responsibilities.				

#### Mandatory Personal Protective Equipment:

- Safety vest, safety boots and hard hat required for construction sites and supplied to the incumbent

Any other relevant comments: