



Job Title: **Maintenance Manager**

Responsible to: General Manager

Classification: According to qualifications and experience

Status: Contract

Objective

Ilowra is committed to providing quality Specialist Disability Accommodation (SDA). The objective of this position is to ensure appropriate property maintenance in line with legislation and SDA standards.

Role

The Maintenance Manager manages SDA maintenance in a timely, cost effective, efficient, reliable, and environmentally sustainable manner.

Key Responsibilities

- Manage SDA maintenance and provide effective leadership to maintenance teams
- Ensure approved responsive and scheduled maintenance is implemented
- Minimise maintenance impact on residents and Supported Independent Living (SIL) providers
- Ensure compliance with Ilowra policies, procedures and initiatives
- Coordinate and oversee external contractors and trades people to ensure maintenance is carried out to budget, standards and timelines
- Ensure regular property inspections are undertaken
- Ensure after-hours/emergency maintenance coverage and (where possible) requests are responded to within timeframes specified by Ilowra Policies and Procedures.
- Seek resident feedback on maintenance to guide future plans

Administration and Reporting

- Administer, record and report maintenance in compliance with Ilowra policies, and procedures
- Ensure the cyclical maintenance schedule is current
- Maintain a comprehensive Approved Contractor and Supplier list and ensure compliance with relevant standards
- Provide regular maintenance reports
- Contribute to the development of maintenance policies, strategies, plans and programs and ensure properties meet relevant legislative and regulatory requirements

Work Health and Safety

- Ensure maintenance policies and procedures account for the safety of everyone living, visiting and working in Illowra SDA
- Follow and promote safe work practices in line with Illowra policies and procedures
- Ensure a well maintained environment according to quality standards
- Prioritise maintenance that affects safety
- Work in a way that ensures health and safety of others in the workplace
- Ensure contractors are appropriately inducted
- Ensure residents and SIL staff are appropriately consulted/informed
- Conduct maintenance hazard assessments and follow up identified hazards

General

- Undertake other related duties as required by the line manager
- Undertake training as required
- Provide assistance to the Vacancy Manager to facilitate site access visits for prospective residents and SIL staff
- Work in line with environmentally sustainable best, good design principles

Contacts

General Manager

Finance and Governance Manager

Residents and their representatives

SIL staff

Local Area Coordinators / Support Coordinators

Vacancy Manager

Housing Officers

Key Selection Criteria

Mandatory

- Demonstrated knowledge of property maintenance 'best practice'
- Experience in the planning, prioritising and delivery of property maintenance to agreed scope, time and budget
- Thorough understanding of responsive and cyclical maintenance and relevant regulations in a residential property portfolio
- Experience in evaluating, engaging and managing contractors and suppliers
- Experience in gaining cooperation of stakeholders, managing competing interests and preventing/resolving conflict
- Clear and concise report writing
- Excellent communication skills to negotiate and influence successful outcomes
- Good analytical and problem solving skills
- Demonstrated flexibility and initiative
- Computer literacy

- Current drivers licence
- Available for on call duties

Desirable

- Understanding of SDA
- Relevant qualification
- Current National Police Check
- Working with Children Check

Further Information

For further information please contact **1300 455 697 (1300 illowra)**

Privacy

By applying for this job vacancy, you consent to Illowra managing your personal information as outlined in the Privacy Policy. You are able to request, at any time, to view and update the personal information that Illowra holds about you.

Policy Matrix: Staffing	
Version	Details
Final V1	12 February 2019
Endorsed	Owen Jourdian
Changes	