

Building Maintenance Essential Services Coordinator

Position Description



Moreland
City Council

Position number:	1177
Classification:	Band 6 - 0.6 EFT
EA:	Moreland City Council Enterprise Agreement
Department:	City Infrastructure
Branch:	Capital Works Planning and Delivery
Unit:	Building Maintenance
Reports to:	Unit Manager Building Maintenance
Supervises:	N/A
Approved by:	Manager Capital Works Planning and Delivery

Organisational values:



Position objectives

Reporting to the Unit Manager Building Maintenance, this role will develop and maintain Essential Services programmes for Council's buildings and users to ensure regulatory compliance. Responsible for managing the Essential Safety Measures (ESM) operational budget in a timely manner to achieve regulatory goals. The role will provide key support to ESM contractors regarding status of audit works,

Date Created:

Date Modified: 4/11/21

Date Approved:

Date Printed:

defects and outstanding services. The role will also need to audit and report on Council's overall ESM compliance status on a regular basis.

The position will also be responsible for council's Testing and Tagging of equipment programme, as well as the upkeep of the Asbestos Register.

Key responsibility areas

Coordinate Capital and Cyclic Maintenance Works to Agreed Service Standards

- Manage Contractor programmed inspections and maintenance for Essential Safety measures ESM's. (Ensuring all records are kept)
- Develop and maintain Essential Services Programmed Maintenance
- Ensure ESM coverage and sign-off for all council Buildings
- Provide input in developing and prioritising programmed maintenance list
- Manage individual minor building projects that typically lie within a range of \$1,000 to \$50,000
- Be able to manage projects to a value of \$150,000
- Input/update, Implement cyclic maintenance program for Testing & Tagging and Essential Services
- Audit, program and manage works to ensure safety of shade sails on Council land
- Maintain Council's asbestos database to current standards.
- Escalation to Unit Manager Building Maintenance and other reporting as required
- Ensuring compliance with OH&S standards and Council policy.
- Safety auditing as required
- Facilitating compliance with relevant regulations
- Manage risk implications to acceptable standards
- Manage plant & equipment as appropriate

Project Management

- Plan and develop options
- Provide input into the assessment of building maintenance options for works in order to provide timely and accurate advice to the Unit Manager Building Maintenance regarding the financial tracking of projects and programs
- Ensure project outcomes are achieved within:
 - agreed time frames
 - budgets
 - quality/standards
 - regulations
- Ensure adequate liaison occurs with facility users / clients

Complaint Resolution

- Take steps to investigate and resolve complaints – internal and external
- Manage internal and external aspects of projects and works.

Oversee Contractors and Contracts

- Involvement and input into the establishment of service delivery contracts
- Establish KPI's to contracts to ensure efficient contract management processes and contractor performance, and manage contracts accordingly
- Coordinate and manage allocation of resources
- Undertake final approvals for works completed by contractors

- Resolve poor performances
- Ensuring relevant compliance training of contractors is current and carried out
- Ensuring all contract works adhere to risk management policies and relevant Job Safety Analyses and OHS Plans.
- Liaise with the Essential Safety Measures (ESM) contractors regarding status of audit work and outstanding services or defects

Other Duties

- Investigate works as requested on Building or Site Alteration or Modification Forms.
- Raising Maintenance Works/Job orders in the Assetic asset/work order system
- Maintain work records and other relevant regulatory information and documents
- Endorsing invoicing for services, materials and goods
- Deputise for Unit Manager Building Maintenance if and as requested.
- All other duties and additional tasks as directed, within the skills and abilities of a position at this level.

Employee competencies and accountabilities

Competencies:

- **Community and Customer Focus:** Building strong customer relationships and delivering community / customer-centric solutions.
- **Ensures Accountability:** Holding self and others accountable to meet commitments.
- **Collaborates:** Building partnerships and working collaboratively with others to meet shared objectives.
- **Instils Trust:** Gaining the confidence and trust of others through honesty, integrity, and authenticity.

Accountabilities:

- Behave ethically when undertaking duties, ensure strong and effective fraud and corruption controls are established and regularly reviewed for the work area and provide advice and educate Branch staff.
- Lead risk management practice by identifying, assessing, influencing, preventing, treating and monitoring risk relevant to the role, the work area and broader organisation.
- Champion customer-centric behaviours and staff and community engagement that supports collaboration and richer outcomes.
- Implement and maintain Continuous Improvement System standards and procedures.
- Incorporate Council's environmental sustainability objectives and targets into projects and programs.
- Promote and participate in a culture of environmental sustainability.
- Implement and maintain health and safety standards and procedures according to legislation and consistent with MoreSafe.
- Demonstrate effective leadership on OHS matters.
- Undertake all duties with an awareness of and sensitivity to diversity and equity in accordance with Council policy.
- Ensure that complete and accurate records relating to business activities are maintained and stored in Council's electronic records management system (including correspondence, reports, emails) in accordance with Council policy.

Other duties:

- Required to undertake other duties as directed.

Organisational relationships

Internal Relationships	Unit Manager Building Maintenance, Building Maintenance Coordinator, Other City Infrastructure management and employees, Works Officer (Team Leader) Building Maintenance and field staff, Administration staff, Customer Service staff, Unit Managers of other service areas
External Relationships	Contracted service providers including ESM auditors, Fire services, Security systems, Essential services, Lifts, Other trade services e.g. Electricians, Air conditioning contractors, Technical advisors / Relevant authorities, Leaseholders, Occupiers, Users of Council facilities

Job characteristics relevant to the position

The following Job Characteristics should be read in the context of the definitions describing the characteristics required of a Band 6 employee as outlined in Part B of the Enterprise Agreement (Victorian Local Authorities Award 2001, Appendix A, Part A - Employee Band 6, Clause 6)

1. Accountability and Extent of Authority:

- This position is directly responsible for facilitating the Regulatory needs of Building Maintenance Essential Services (ESM's) that support the Units objectives.
- The freedom to act is prescribed by the Unit Manager Building Maintenance and is limited to existing financial delegations and the parameters established around agreed projects and programs schedules within the Unit.
- This position is authorised to respond to routine internal/external correspondence relating to issues under its direct control. In addition, this position has the authority to sign off and approve payment/invoices for work activities performed within the scope of approved programs, projects and established financial delegations.
- Accountable for providing direction and supervision to contractors engaged by Council to provide Building Maintenance Essential Services and related services
- Assist with employee and contractor training, compliance and induction
- Accountable for the Contractor panel evaluation, review, assessment and appointment as well as direction.
- Contribute to Staff selection for Building Maintenance Unit
- Contribute to the development of customer service standards and quality assurance standards, including policies and procedures.

2. Judgement and Decision Making:

- The nature of work is specialised with methods, procedures and processes developed from theory and/or precedent and may involve improving and/or developing these methods and techniques based on previous experience.
- Responsible for making decisions and exercising judgement in relation to actions required to satisfy the positions regulatory safety in buildings objectives. Solutions which are developed are expected to reflect a detailed practical knowledge of Building Essential Safety Measures (ESM) and Regulatory maintenance practices.

- Ability to make decisions which may involve problem-solving, using procedures and guidelines and the application of professional or technical knowledge, or knowledge acquired through relevant experience.
- It is expected that consistent, with the principles of 'Best Value' and continuous improvement, decisions designed to improve effectiveness and efficiencies will be made in the role.
- Ability to accurately judge issues to be escalated to management.
- Ability to apply discretion in decision making to ensure effective delivery of outputs.
- Guidance and advice are usually available

3. Specialist Knowledge and Skills:

- A practical understanding of all facets of building maintenance and building services
- Understanding of Contractor management principles and practices relating to Essential services e.g. fire, lifts, air/con and Essential Safety Measures (ESM's)
- Ability to see a line of sight and connection between the requirements of this position and the overall objectives of the Building Maintenance Unit, and Moreland City Council's overall organisational objectives
- Experience in understanding and working within the constraints of an operational service delivery budget
- Knowledge of plant/equipment relative to Building Maintenance and essential services
- Familiarity with Building Codes and Regulations specially to do with fire and life safety
- Understanding of OH&S and Australian Standards relevant to building maintenance and essential services
- A high level of computer literacy (i.e. Microsoft Office suite of applications)

4. Management skills:

- Ability to manage time, set priorities, plan and organise one's own work to achieve specific and set objectives in the most efficient way possible within the resources available and within a set timetable.
- Ability to work both independently and within a team
- Ability to work with a high level of initiative adopting a flexible, adaptable approach to work, to meet changing demand and service delivery needs
- Effective time management skills
- Strong administrative and organisation skills with attention to detail.

5. Interpersonal Skills:

- Well-developed written and verbal communication skills to deal with stakeholders and contractors
- Ability to liaise with contractors to discuss specialist matters
- Active listening skills
- The ability to effectively identify and resolve problems encountered within the scope of the role and the key objectives of the position.
- Highly developed teamwork skills, with the ability to connect and liaise with colleagues in other functions of the organisation to work together toward common goals and resolve intraorganisational problems.
- Ability to gain co-operation with key stakeholders across a broad spectrum of matters internally and externally and in reaching positive and/or effective resolutions and project outcomes.

6. Qualifications and Experience:

- Experience working with Asset/Work Order management systems (Assetic etc.)
- Certificate IV qualification or higher in a relevant Building field of expertise or Building Trade is mandatory
- Diploma qualification in relevant discipline or frontline management stream and/or relevant qualification and experience in Project Management would be an advantage
- Minimum 5 years' experience in Contract and Project Management or relevant contract Management course/qualification
- Demonstrated ability to read, interpret, understand and apply the relevant provisions of applicable legislation and associated codes of practice especially in the field of building maintenance of essential services (ESM).
- Have a thorough understanding of Occupational Health and Safety, Building, and Australian standards applicable to Building Maintenance, contractor management, risk management, and industry best practice.

7. Physical Requirements of the position

TASK ANALYSIS

In the course of his/her duties, a person in this position may be expected to work in or be exposed to the following conditions or activities as marked.

Condition/Activity	Constant	Frequent	Occasional	N/A
Manual handling weights -above 10kgs	()	()	(✓)	()
-below 10kgs	()	(✓)	()	()
Manual handling frequency	()	(✓)	()	()
Repetitive manual work	()	()	()	(✓)
Repetitive bending/twisting	()	()	(✓)	()
Working with arms above head	()	()	()	(✓)
Lifting above shoulder height	()	()	(✓)	()
Using hand tools – vibration/powerful	()	()	()	(✓)
Operating precision machinery	()	()	()	(✓)
Close inspection work	()	()	(✓)	()
Wearing hearing protection	()	()	(✓)	()
Wearing eye protection	()	()	(✓)	()
Working in dusty conditions	()	()	(✓)	()
Working in wet/slippery conditions	()	()	(✓)	()
Wearing Gumboots	()	()	()	(✓)
Wearing safety shoes/boots (steel cap)	()	()	()	(✓)
Working with chemicals/solvents/detergents	()	()	(✓)	()
Washing hands with soap (hygiene)	()	()	(✓)	()
Working at heights	()	()	(✓)	()
Working in confined spaces	()	()	()	(✓)
Working in chillers (+4 degrees C)	()	()	()	(✓)
Performing clerical duties	()	()	(✓)	()
Working on a keyboard	()	(✓)	()	()
Driving cars and/or trucks	()	(✓)	()	()

Other special features (e.g. nature of chemicals, travelling requirements, etc):

8. **Key Selection Criteria**

- Extensive knowledge of Building Essential Services and Essential Safety Measures
- Completion of a formal tertiary qualification in a Building or Facility related field
- Demonstrated experience in building maintenance essential services
- Demonstrated experience in Contract and Contractor management
- A Building Surveyor or Maintenance/Project Management qualification would be considered an advantage.
- Current Victorian Driver's Licence
- Current Working with Children check
- Ability to manage multiple tasks daily and achieve objectives within set priorities and timeframes.
- Excellent attention to detail.