**POSITION TITLE: Maintenance Coordinator**

**DIVISION/BRANCH: Conference Centre Division**

**LOCATION:** Shoalhaven Conference Centres

**REPORTS TO:** Centre Manager

**AWARD/CLASSIFICATION:** Hospitality Award- Level 5

**KEY INTERACTIONS: Externally:** Contractors,Suppliers, Guests

**Internally:** Maintenance Team, Conference Centre Stakeholders

**EMPLOYMENT TYPE:** Permanent, Fulltime (Monday – Friday, on call out of hours)

**DATE EFFECTIVE:**  October 2020

**APPROVED BY:** Head of Conference Centres

**ANGLICAN YOUTHWORKS**

Youthworks is chartered by ordinance to assist the Sydney Anglican diocese in its ministry towards children, youth and families with the freedom to serve beyond this field (both denominationally and geographically). Youthworks therefore seeks to serve youth directly, as well as through the institutions where they may be found, namely in families, churches and schools. It fulfils this through its vision, mission and values as stated on our [website](https://www.youthworks.net/about/mission-values).

**Youthworks Conference Centres**

Youthworks Conference Centres provide a place of temporary community for groups for relational and personal growth. We are intentional partners to schools, churches and like-minded community groups through networking, collaboration and facilitation of Word ministry. We are providers of outstanding venues in amazing locations and Christian hospitality. We believe our interactions with our guests and each other are opportunities to promote and proclaim the gospel.

**POSITION PURPOSE**

To oversee and have responsibility for all maintenance operations, including but not limited to staffing, repairs and projects; to ensure quality service from start to finish in all aspects of maintenance.

**POSITION RESPONSIBILITIES**

*Maintenance*

* Oversight and management of maintenance, repairs, and upkeep as required including but not limited to staffing, allocating tasks, regulating daily workloads (of staff & self), major repair works and delegated capital works projects all within budgetary limits
* Repair and upkeep of existing buildings and property in cooperation with maintenance team members
* Ensure that all plant and equipment is maintained as per manufacturers recommendations and Youthworks procedures
* Ensure that all maintenance equipment and other items are maintained and stored correctly
* Manage a high quality operations-centered, with a strong focus on guests, maintenance service that achieves a pleasant experience for guests and promotes Youthworks in a positive way
* Engage as appropriate external contractors required for maintenance and repair works that is outside of Youthworks staff skill set and or is time sensitive
* Oversee, supervise and orientate external contractors

*Systems*

* Accurately maintain and keep up to date relevant records as needed by Youthworks and industry standards
* Ensure that any irregularities in operations and systems are reported to relevant stakeholders as soon as possible
* Provide feedback on system improvement measures that ensure excellence in service to our guests
* Maintain and improve existing preventative maintenance systems
* Maintain and improve existing maintenance reporting systems
* Maintain stock inventory (equipment and materials) appropriately to ensure that maintenance operations can happen effectively and in a timely fashion

*Team Management*

* In conjunction with the Centre Manager, responsibility for recruitment of permanent maintenance staff
* Responsibility for recruitment of casual maintenance staff (when required)
* Overall responsibility and leadership of the maintenance team including training, supervising, mentoring and performance monitoring of maintenance staff
* Maintain the maintenance staff roster to ensure that all repair works, projects and upkeep needs are met and dealt with in a timely fashion, including between normal business hours and afterhours urgent maintenance needs
* Ensure that maintenance staff are wearing appropriate clothing including supplied uniform items and where necessary safety equipment / clothing
* Lead the Maintenance Team with open communication, keeping the team motivated, addressing any concerns, and clarifying the team`s purpose & goals
* Lead regular maintenance team meetings
* Participate in weekly operations meetings

*Finance*

* Ensure budgeted expenditure limits are adhered to, and expenditure adjusted when required to reflect revenue variances
* Authorisation of maintenance and related invoices on a weekly basis
* Ensure that pay information is completed fortnightly, authorised, and submitted to the pay office within delegated timeframes

**Employee responsibilities**

* Attend Youthworks conferences, events and training
* Adhere to Youthworks policies and procedures
* Propose and undertake appropriate professional development
* Keep abreast of industry knowledge, legislation, initiatives and changes for continuous improvement in service delivery
* Perform additional duties within skill set as required from time to time
* Comply with Youthworks standards as well as industry regulations/legislation and safety standards
* Contribute to the improvement of the policies and procedures
* Ensure all relevant reporting occurs promptly, is enacted as needed and filed accordingly
* Model Christian behaviour in all aspects of the role
* Work autonomously and effectively in a ministry environment where it is important that time is used efficiently, honestly and resourcefully
* Be an active team member participating in team meetings and devotions, and be an active member of the Youthworks community
* Demonstrate continual commitment to Youthworks’ Mission
* Work consistently with the values and ethos of Youthworks as a Christian employer

**SKILLS, KNOWLEDGE AND EXPERIENCE (SELECTION CRITERIA)**

**Essential**

* Trade qualification/s
* Proven knowledge of Industry and Safety Standards
* Proven experience leading a team
* Excellent organizational and time management skills with the ability to multitask and to be flexible to reflect changes in priority
* Well developed problem solving skills
* Proficiency in using a range of software applications, including Microsoft Word, Excel, Outlook, and databases
* Well-developed written and verbal communication skills with a focus on providing strong customer service
* A systematic and focused approach to tasks with a strong attention to detail
* An ability to work with a wide range of staff to achieve effective outcomes
* Strong work ethos
* Manual drivers license
* Willingness to work in an overtly Christian environment and within an Anglican organisation
* Commitment to work with Youthworks mission

**Desirable**

* Personal Christian faith
* Hep A and Hep B Immunisations
* Management or supervision qualifications
* WorkCover NSW licences
* Chainsaw certification/s

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| **Acknowledgement** | **Employee** | **Supervisor** |
| I understand and accept the responsibilities as outlined in this role description. | Signature:  Date: | Signature:  Date: |