**POSITION TITLE: Maintenance Officer**

**DIVISION/BRANCH: Conference Centre Division**

**LOCATION:** Shoalhaven Conference Centre

**REPORTS TO:** Maintenance Team Leader

**AWARD/CLASSIFICATION:** Hospitality Industry (General) Award, Level 3

**KEY INTERACTIONS: Externally:** Clients, Contractors

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

**EMPLOYMENT TYPE:** Permanent Full -Time

**DATE EFFECTIVE:**  March 2024

**APPROVED BY:** Head of Conference Centre - People

**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 play a key role in contributing to our client’s satisfaction and enhance Youthworks reputation, whilst undertaking maintenance responsibilities to ensure quality service from start to finish.

**POSITION RESPONSIBILITIES**

*Maintenance*

* Maintain, repair and upkeep of existing buildings, property, plant and maintenance related equipment in cooperation with maintenance staff
* Ensure that all maintenance equipment and other items are maintained and stored properly
* Ensure that all repair works, projects and upkeep needs are meet and dealt with in a timely fashion, including after-hours urgent maintenance needs as required
* Provide high quality operations-centered, with a strong focus on clients, maintenance service that achieves a pleasant experience for clients and promotes Youthworks in a positive way

*Systems*

* Keep an orderly and clean work environment
* 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 the Maintenance Team Leader as soon as possible
* Provide feedback on system improvement measures that ensure excellence in service to our clients

*People*

* Answer, report and follow the maintenance coordinator`s, or delegate, instructions
* Assist as necessary in the supervision and orientation of external contractors

**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, 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 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**

* Excellent organizational and time management skills with the ability to multitask and to be flexible to reflect changes in priority
* 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 within an Anglican organization & overtly Christian environment
* Able to be on-call for after-hours for emergency repairs (if required)
* Commitment to work with Youthworks’ mission
* Verified and cleared Working with Children Check number for paid employment

**Desirable**

* Personal Christian faith
* Hep A and Hep B Immunisations
* WorkCover NSW Licenses
* Trade qualifications
* Proven knowledge of Industry and Safety Standards

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