

MAINTENANCE ADMINISTRATOR

DEPARTMENT: Pindan Asset Management

POSITION TITLE: Maintenance Administrator

POSITION TITLE THIS POSITION REPORTS TO: Growth & Support Services Manager

DIRECT REPORTS: Nil

POSITION SUMMARY:

The key accountability of this position is to ensure the efficient and accurate delivery of maintenance works and services in accordance with organisation objectives. This includes effective works order management, administration of variations and interaction with key stakeholders being, employees and subcontractors, to ensure that contract and business objectives are met. You will drive consistent quality outcomes that maximise Pindan's reputation and financial outcomes.

ESSENTIAL QUALIFICATIONS, EXPERIENCE, COMPETENCIES:

Qualifications:

- Relevant trade knowledge / experience or similar preferred
- Formal maintenance management systems training preferred (IFS)

Experience:

- 3+ year's previous construction/maintenance works experience. Focussing on works order management in a high volume and KPI regulated environment
- Proven track record with trade, construction and service industry relevant experience in operations of similar scale, e.g. technical knowledge of residential housing and associated works
- Experience in maintenance management systems of similar scale
- Demonstrated experience in the delivery of maintenance services and continuous improvement, excellent stakeholder management skills
- Experience of working in a customer service focussed environment, particularly in a call centre environment

MAIN ACTIVITIES OF THIS POSITION:

Activities	Description of activities and responsibilities
Delivery	<ul style="list-style-type: none"> • Critically assess, document and process Work Order variation requests for all required work values promptly and accurately • Effectively respond to queries from key stakeholders including members of the client team, subcontractors, customers (tenants) and staff • Provide support in the raising of Extension of Time requests • Assist in setting goals and objectives with service support and operations staff to ensure that all work orders are completed accurately and timely • Monitor and issue process non-compliances • Be proactive in the identification of business improvements, work method and procedure efficiencies and engage with the development of corrective initiatives • Effectively communicate the maintenance and work plan strategy to staff and subcontractors
Health, Safety, Environment and Quality	<ul style="list-style-type: none"> • Build and maintain a risk management culture by forming positive relationships with Safety, Quality, Environment, Community with all stakeholders • Communicate risks and their controls with the right people at the right time and engage employees in process
General	<ul style="list-style-type: none"> • Deliver professional, high quality, timely, consistent service delivery to all stakeholders • Proactively represent the company at all times • Build and encourage cultural diversity within the workplace • Consistently follow processes and procedures (including forms and templates) • Be proactive in the identification of process improvement solutions
Key Skills	<ul style="list-style-type: none"> • Decision making skills, e.g. analysis, quick thinking and well considered • People management skills, e.g. able to manage work and performance of multiple stakeholders to achieve the

	<p>required outcome(s)</p> <ul style="list-style-type: none"> • Conflict resolution skills, understanding of impact of self on others, Influencing skills • Effective problem solving techniques and skills especially as it relates to delivery of outcomes • Ability to plan work and achieve outcomes • Project planning skills and delivery of scope • Project document and records management skills • Effective time management skills including sequencing of own work and resource time management • Skills in progress reporting and completion of activities • Skills in use of compliance reporting procedures and processes • Computer skills to support timely correspondence and data entry • Strong verbal and written communication skills • Effective stakeholder and relationship management skills
Essential Knowledge	<ul style="list-style-type: none"> • Through understanding of Work Order lifecycle • Thorough knowledge of contract technical specifications and relevant standards • Thorough knowledge of legislative requirements related to the Works • Understand company safety, environment and quality requirements that apply to roles • Understand if any areas need specific approvals, licences or permits to work • Understand drivers of time and quality and budget and impacts of work • Awareness of financial, cost and expenditure management impacts • Understand contractual relationships between stakeholders • Knowledge of compliance and reporting procedures and processes • Thorough knowledge of management systems and their application

EMPLOYEE:

Name: _____ Signature: _____ Date: _____

MANAGER:

Name: _____ Signature: _____ Date: _____