



Position Description

Maintenance Officer

Division	Transport and Assets
Business Unit	Property, Buildings & Beach Services
Grade	NBC D
Job Code	JC10101

Council Overview

The Northern Beaches is truly unique. Our area stretches from Palm Beach in the north to Manly in the south and boasts 24 ocean beaches, over 80kms of coastline, 4 coastal lagoons, clean waterways, and beautiful wildlife. We recognise the traditional owners of our area and their continuing connection to waters and land, and we thank them for their protection of our coastline and its ecosystems.

We are home to nearly 270,000 residents and their vision for the Northern Beaches Council is a safe, diverse, inclusive, and connected community that lives in balance with our environment. We are committed to working with the community and other stakeholders in making this a reality.

As one of the largest employers on the Northern Beaches we are focused on building an engaged and productive workforce that partners with our community to protect, improve and create our future. The breadth of our service delivery is significant.

We are a modern, multi-award-winning council that strives for excellence in all we do including the provision of the highest levels of customer service. We are also the proud winner of the 2022 AR Bluet Award for the most progressive metropolitan council in NSW.

Northern Beaches Council is committed to safeguarding children and young people. Council acknowledges that protecting the safety of children and young people is a whole community responsibility and is everyone's business.

Council Values

Our Council Vision is 'Delivering the highest quality service, valued and trusted by our community'.

Our Values of **Trust, Respect, Integrity, Teamwork, Service and Leadership** provide the foundation for delivering the Vision and drives everything we do and the decisions we make.

Division

Transport & Assets

The Transport and Assets Division is responsible for a range of functions which support the whole of Council to deliver high quality services to our Northern Beaches bush land, rural and coastal community. The Division comprises these business units - Transport and Civil Infrastructure, Property, Buildings and Beach Services, Asset Strategy and Planning and Capital Works.

Business Unit , Buildings & Beach Services

The Property, Buildings and Beach Services Business Unit oversees the comprehensive management of Northern Beaches Council's extensive portfolio property, comprising over 540 buildings, as well as the delivery of lifeguarding and beach safety services for Council's beautiful coastline. The properties encompass a diverse range of facilities, including community centres, administration buildings, restaurants and cafes, childcare centres, libraries, sports facilities, cemeteries, and public toilets. The delivery of services under this business unit include:

- Building Assets
- Facilities Management
- Property Commercial & Tourist Assets
- Beach Services

Primary Purpose of the Position

The Maintenance Officer role maintains Council's assets to ensure that Council's buildings and infrastructure are effectively maintained to meet community needs and safety standards.

Key Accountabilities

- Contribute to and support the daily operations of the Trades & Facilities teams to ensure a flexible and responsive service.
- Undertake maintenance activities, including emergency ad-hoc requests, in a timely and efficient manner to minimise downtime for community services and operations.
- Utilise Councils Works Management systems to accurately record task status, time spent on each job and completion details to enable accurate job costings and timely customer feedback.
- Communicate effectively with internal and external stakeholders by building relationships to deliver a positive outcome.
- Maintain and operate a range of tools, equipment, and plant to ensure longevity for Council property and safety for users.

Key Challenges

- Applying general maintenance skills and experience to work on a wide range of council buildings and assets.
- Working cooperatively within a small to team to achieve shared goals.
- Maintaining the level of fitness and strength necessary to perform a diverse range of built infrastructure of varying function, age, condition, and materials.

Key Internal Relationships

Who	Why
Supervisor Maintenance	• Receive guidance and information to complete assigned tasks as required.
Trades Team	• To assist the Facilities and Trades Teams to ensure timely & cost-effective building maintenance services. • Work collaboratively to ensure effective performance of the division and organisation.
Internal Staff / Customers	• Develop and maintain effective working relationships and open channels of communication. • Manage expectations.

Key External Relationships

Who	Why
Stakeholders and community	• Provide high level customer service and feedback on work proposals, progress and completion. • Manage expectations.

Key Role Dimensions

Decision Making

The role is accountable for the delivery of assigned work or as directed by its supervisor on work priorities, complex issues and all matters requiring a higher authority to determine and resolve issues.

Reports to

- Supervisor Maintenance.

Direct Reports

- There are no positions reporting directly to the role.

Budget

- The position has no delegated financial sign off authority.

Essential Criteria

- Demonstrated relevant hands-on experience relevant to the role.
- Valid NSW Class C Driver's Licence.
- Experience in building maintenance.

Key Capabilities

The Local Government Capability Framework describes the core knowledge, skills and abilities expressed as behaviours, which set out clear expectations about performance in local government: "how we do things around here."

Below is the full list of capabilities and the level required for this position. The capabilities in bold are the focus capabilities for this position. Refer to the next section for further information about the focus capabilities.

Local Government Capability Framework			
Capability Group	Capability Name	Level	Focus Capabilities
 Personal Attributes	Manage Self	Intermediate	Manage Self
	Display Resilience and Adaptability	Intermediate	
	Act with Integrity	Foundational	
	Demonstrate Accountability	Intermediate	
 Relationships	Communicate and Engage	Foundational	Community and Customer Focus
	Community and Customer Focus	Intermediate	
	Work Collaboratively	Foundational	
	Influence and Negotiate	Foundational	
 Results	Plan and Prioritise	Foundational	Deliver Results
	Think and Solve Problems	Intermediate	
	Create and Innovate	Foundational	
	Deliver Results	Intermediate	
 Resources	Finance	Foundational	Technology and Information & Assets and Tools
	Assets and Tools	Foundational	
	Technology and Information	Foundational	
	Procurements and Contracts	Foundational	

Focus capabilities

The focus capabilities for the position are those judged to be most important at the time of recruiting to the position. That is, the ones that must be met at least at satisfactory level for a candidate to be suitable for appointment.

Local Government Capability Framework		
Group and Capability	Level	Behavioural Indicators
Personal Attributes		
Manage Self	Intermediate	- Understands what needs to be done and steps up to do it - Pursues own and team goals with drive and commitment - Shows awareness of own strengths and weaknesses - Asks for feedback from colleagues and stakeholders - Makes the most of opportunities to learn and apply new skills
Relationships		
Community and Customer Focus	Intermediate	- Identifies and responds quickly to customer needs - Demonstrates a thorough knowledge of services provided - Puts the customer and community at the heart of work activities - Takes responsibility for resolving customer issues and needs
Results		
Deliver Results	Intermediate	- Takes the initiative to progress own and team work tasks - Contributes to the allocation of responsibilities and resources to achieve team/project goals - Consistently delivers high quality work with minimal supervision - Consistently delivers key work outputs on time and on budget
Resources		
Technology and Information	Foundational	- Shows confidence in using the technology required in the role - Uses technology appropriately, in line with acceptable use policies - Completes work tasks in line with records, information and knowledge management policies
Assets and Tools	Foundational	- Uses core work tools and equipment effectively - Takes care of work tools, equipment, accommodation and community assets