

# ROLE STATEMENT

<b>Role Title:</b>	Commercial Operations Maintenance Assistant
<b>Department:</b>	Commercial Operations
<b>Location:</b>	Brisbane
<b>Reports to:</b>	Commercial Operations Delivery Manager

## SU QLD Vision & Mission

Our **mission** is to bring God's love, hope and good news to children and young people and their families.

Our **vision** is to see each child and young person connected and supported in community, serving others, and experiencing fullness of life.

SU QLD is an inter-denominational Christian organisation which has worked in schools for more than 80 years and has successfully employed chaplains since 1990. We have more than 700 people and a highly valued network of 3500 volunteers.

## Purpose of Role

This role provides assistance to the Commercial Operations Delivery Manager to manage the day to day maintenance operations relating to buildings, safety and commercial operations projects.

## Key Relationships

<b>Internal</b>	<ul style="list-style-type: none"><li>• All Staff Members</li></ul>
<b>External</b>	<ul style="list-style-type: none"><li>• All Visitors</li><li>• Building &amp; Facilities Suppliers</li><li>• Tenants, insurance brokers, lawyers</li><li>• Motor vehicle fleet suppliers</li></ul>

Key Accountabilities	Expected Outcomes (can be used to set specific performance goals for individuals)
<p><b>1. Building compliance, maintenance and safety projects</b></p> <ul style="list-style-type: none"> <li>• Assisting the Commercial Operations Delivery Manager in building maintenance, safety projects and ensuring continuous adherence to legislative requirements for owned and leased buildings.</li> <li>• General administrative duties as directed by the Commercial Operations Delivery Manager.</li> </ul>	<ul style="list-style-type: none"> <li>○ Positive feedback from supervisor, team and internal/external stakeholders.</li> <li>○ Coordinate queries promptly and in a clear and easy to understand way. All projects are completed within agreed timeframes.</li> <li>○ All compliance related actions are completed according to national or state legislation and by deadlines.</li> </ul>
<p><b>2. Safety</b></p> <ul style="list-style-type: none"> <li>• Complete regular safety inspections and monitor the safety risk of the property to its visitors and staff.</li> </ul>	<ul style="list-style-type: none"> <li>○ Positive result in safety reports with visitors and staff.</li> </ul>
<p><b>3. Point of Contact</b></p> <ul style="list-style-type: none"> <li>• Frontline point of contact for property or maintenance inquiries.</li> <li>• Back up for general administrative or reception duties.</li> </ul>	<ul style="list-style-type: none"> <li>○ Property and maintenance inquiries responded in a timely manner and looked after.</li> </ul>

<p><b>4. Team contribution</b></p> <ul style="list-style-type: none"> <li>• Contribution to the team and in wider organisation based activities.</li> <li>• Actively participate and contribute in meetings and activities.</li> <li>• Provide support and assistance in undertaking project tasks as required which leads to implementation of continuous business improvements and processes.</li> <li>• Provide back up to other team members as required.</li> <li>• Participate in wider organisation-based activities and learning opportunities.</li> <li>• Comply with WH&amp;S policy and procedures.</li> <li>• Protect own health and safety.</li> <li>• Protect safety of others.</li> <li>• Report hazards, risks and all incidents.</li> <li>• As part of the organisational risk management strategy, participate with the team in identifying risks and developing treatments to mitigate those risks, and report significant risks as per organisational procedures.</li> </ul>	<ul style="list-style-type: none"> <li>○ Positive feedback from Department Executive/Direct Role Supervisor and relevant colleagues.</li> </ul>
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**Qualifications** *(mandatory & otherwise)*

- *Experience in maintenance services or trade experience and trade qualifications.*

**Competencies** *(refer to the competencies dictionary and include demonstrated skills, experience & application of required knowledge)*

Competency	Definition
<b>Technical / Professional</b>	Having achieved a satisfactory level of performance in specific professional /technical areas. This should include specific experience and specific professional “know-how”, including: <ul style="list-style-type: none"> <li>○ Knowledge of and compliance with safety codes and standards for commercial building management.</li> <li>○ Basic carpentry skills including safe operation of power tools.</li> </ul>
<b>Teamwork (cooperation)</b>	Active participation in, and facilitation of, team effectiveness; taking actions that demonstrate consideration for the feelings and needs of others; being aware of the effect of one’s behaviour on others.

<b>Attention to detail</b>	Accomplishing tasks through concern for all areas involved, no matter how small, showing concern for all aspects of the job; accurately checking processes and tasks; maintaining watchfulness over a period of time.
<b>Analysis (problem identification)</b>	Securing relevant information and identifying key issues and relationships from a base of information; relating and comparing data from different sources; identifying cause-effect relationships.
<b>Flexibility/Adaptability</b>	Is open to change, can think independently, and will champion new methods if they are proven to be better than the status quo.
<b>Initiative</b>	Asserting one's influence over events to achieve goals; self-starting rather than accepting passively, taking action to achieve goals beyond what is required, being proactive.

**Additional Requirements** (include licenses, accreditations, specific skills)

- *Driver's Licence (Manual Transmission).*

<b>Additional Requirements</b>	
SU QLD requires that the incumbent to be:	
<ol style="list-style-type: none"> <li>1. able to subscribe to the aims, beliefs and working principles of SUI</li> <li>2. able to demonstrate a living and personal relationship with Jesus Christ</li> <li>3. able to show strong Christian character evidenced by servant leadership, valuing of people in general and marginalised people in particular</li> <li>4. a respected member of a local Christian church we recognise</li> <li>5. a holder of a "Blue Card" from the Blue Card Services Department for the purposes of child related employment</li> <li>6. willing to work under SU QLD's Employee Code of Conduct</li> </ol>	

<b>Developed by</b>	Commercial Operations Delivery Manager & People Services Business Partner
<b>Checked by</b>	Employee Relations Manager & Director of Finance and Administration
<b>Approved By</b>	(Director of People Services)
<b>Effective Date</b>	December 2018