



# POSITION DESCRIPTION

## Maintenance Technician (Plumbing)

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| <b>Position:</b>        | Maintenance Technician (Plumbing) |
| <b>Department:</b>      | Programs                          |
| <b>Time Fraction:</b>   | Full Time                         |
| <b>Reports To:</b>      | Asset Manager                     |
| <b>Direct Reports:</b>  | Nil                               |
| <b>Position Tenure:</b> | Permanent                         |
| <b>Date of Review:</b>  | May 2021                          |

### Role Summary

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The Maintenance Technician will be responsible for the auditing and general maintenance repairs of Kids Under Cover (KUC) studios.

Key stakeholders include the CEO, COO, Head of Programs, Asset Manager, KUC clients and suppliers.

Reporting to the Asset Manager, the Maintenance Technician is accountable for:

- Attending sites across Victoria to conduct studio audits
- Performing plumbing and general repairs
- Ordering and purchasing inventory
- Booking inspections dates and times with clients.

### Key Responsibility Areas (KRAs)

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#### Asset Maintenance (40%)

- Schedule and perform annual audits of KUC studios across Victoria to ensure effective maintenance and ascertain appropriate use of the asset
- Conduct plumbing and general maintenance repairs on studios as required
- Make recommendations as to when external suppliers are required for repairs
- Purchase and order inventory as required for repairs
- Contribute to the asset maintenance strategy as required.

#### Compliance and Risk Maintenance (20%)

- Comply with OH&S and Work Safe method statements
- Adhere to KUC risk management and organisation policies
- Contribute to monthly reporting

- Contribute to process development and improvements
- Maintain required trade licenses.

#### Client Engagement (10%)

- Attend studio handovers for new clients to audit build quality and explain KUC purpose, responsibilities, and scholarships program
- Provide high level service and communicate respectfully with KUC clients
- Through annual audits, check in with clients to update contact details and build KUC relationships with clients.

#### Experience

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- Demonstrated 5 years of related trade experience
- Commitment to delivering high quality outcomes for clients
- Proven high level organisation and time management skills, which include the ability to reorganise work priorities to meet changing demands
- Demonstrated experience as an innovative team player with strong policy skills
- High level written and verbal communication skill
- Relevant trade qualification/licence
- Experience with general handyman repairs and maintenance including:
  - Toilet, shower and sink repairs
  - Painting and patching
  - Door and window mechanism and flyscreen repairs
  - Other maintenance e.g. light fittings, blinds, and exhaust fan replacements
- Demonstrated knowledge of working on CRM database and Microsoft Office suites
- Previous experience in the homelessness sector and knowledge of community development principles in preventing homelessness (highly desirable)

#### Skills & Knowledge

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**Communicates with Influence** – Communicate clearly, actively listen to others and respond with respect.

**Relationship Management** – Collaborates, cultivates and facilitates productive internal and external working relationships to influence outcomes for the benefit of Kids Under Cover.

**Critical Thinking** – Makes decisions and solves problems through research, reflection, analysis and rigorous evaluation.

**Accountability** – Achieve results through efficient use of resources and a commitment to quality outcomes.

**Service Orientation** – Delivery and quality of service, both internal and external.

**Plan and Prioritise** – Plan to achieve priority outcomes and respond flexibly to changing circumstances.

**Evaluate and Improve** – Evaluates processes or programs to drive continuous improvement.

### Behavioural Competencies

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- Work together
- Respect others
- Don't judge
- Be understanding
- Find a way
- Be positive
- Be ethical
- Lead by example
- Show dedication
- Advocate for the cause

### Child Safety Standards - Commitment

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We are committed to the safety, participation and empowerment of all children. As part of your role, you may be working with children and people who are vulnerable. It is your obligation to always ensure their safety and report any concerns you may have, in line with our Child Safe Policy and Child Safe Code of Conduct.

You will be required to provide a Working with Children check prior to commencement and maintain this check for the duration of your employment with Kids Under Cover.

### Authorisation

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I have read, understood and accepted this position description as the basis of this role.

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Employee Signature

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Manager Signature

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Employee Name

.....  
Manager Name

.....  
Date

.....  
Date

*Kids Under Cover reserves the right to review and amend this document at its discretion.*