



POSITION DESCRIPTION

Maintenance Lead

Position:	Maintenance Lead
Department:	Assets and Development
Time Fraction:	1.0 FTE
Reports To:	Head of Assets and Development
Direct Reports:	Maintenance Technicians
Position Tenure:	Permanent
Classification:	SCHADS Level 5
Date of Review:	September 2026

Role Summary

The Maintenance Lead is a newly created role responsible for managing responsive and preventative maintenance across Kids Under Cover's (KUC) asset portfolio. The role will oversee end-to-end maintenance processes from triaging requests, scheduling maintenance technicians and contractors through to ensuring works are completed, documented, and closed out in a timely manner.

The Maintenance Lead will play a key role in lifting the standard and consistency of maintenance operations at KUC. This includes supporting the onboarding of new contractors through formal procurement processes, helping to establish and coordinate an electrical and fire safety compliance pipeline.

The role reports to the Head of Assets and Development and works closely with internal teams and external contractors and service providers to ensure KUC's assets are maintained to a high standard.

Key Responsibility Areas (KRAs)

Responsive Maintenance Management (30%)

- Triage incoming maintenance requests and log jobs accurately in the maintenance management system
- Review and approve quotes from contractors within delegated budget authority, escalating higher-value works to the Head of Assets and Development for approval
- Coordinate and schedule approved works, managing contractor access and communication with relevant internal stakeholders
- Monitor works in progress and follow up to ensure timely and quality completion
- Close out completed jobs, including reviewing work quality, reconciling costs against approved quotes, and retaining relevant documentation
- Maintain an accurate and up-to-date log of all maintenance activity across the portfolio

- Coordinate emergency and urgent maintenance requests, including acting as the on-call point of contact for rare after-hours maintenance issues and ensuring appropriate contractor response is mobilised in a timely manner

Management of Maintenance Administration Temp. and Maintenance Technicians (30%)

- Oversee the Maintenance Administration Temp's management of incoming maintenance requests, including triage, gathering relevant information, troubleshooting and ensuring requests are accurately recorded.
- Support the Maintenance Administration Temp. in progressing maintenance requests through the quote, approval, work order and contractor engagement process.
- Provide day-to-day management of the two Maintenance Technicians and the Maintenance Administration Temp, including allocation of work, workload monitoring, priorities, and operational support.
- Coordinate and oversee the Maintenance Technicians' schedules, balancing responsive maintenance activities with the studio audit program.
- Monitor completion of studio audits and ensure maintenance issues identified through audits are appropriately recorded, prioritised and progressed.
- Support the Maintenance Technicians with complex maintenance matters and provide an escalation point for safety, access, household or operational concerns.
- Monitor workload and capacity across Maintenance Technician functions, escalating emerging risks or resourcing issues to the Head of Assets & Development.

Performance Management and Procurement (15%)

- Monitor team performance against agreed service standards, response times, and quality expectations. Proactively identify opportunities for improvements in current procedures and practices
- Coordinate the identification, tendering and onboarding of additional responsive maintenance contractors to expand and strengthen KUC's supplier base.
- Maintain contractor records including insurances, licences, and compliance documentation, ensuring all suppliers meet KUC's requirements

Electrical & Fire Safety Compliance and OHS (15%)

- Support the development and coordination of a pipeline for electrical and fire safety checks across the asset portfolio
- Liaise with relevant contractors to schedule and track compliance inspections and works
- Assist in trialling new contractors for compliance works with a view to securing ongoing agreements
- Maintain records of completed safety checks, certificates, and outstanding actions
- Escalate any urgent compliance or OHS issues to the Head of Assets and Development

Administration & Reporting (10%)

- Maintain accurate records across all maintenance activity, contractor engagement, and compliance obligations
- Comply with all relevant KUC policies and procedures, including workplace health and safety
- Contribute to reporting on maintenance activity, budgets, and compliance as required
- Proactively identify opportunities to improve maintenance processes and practices

Selection Criteria

- Demonstrated experience in a maintenance coordination, facilities management, or property operations role
- Strong organisational skills with the ability to manage multiple work orders and competing priorities
- Experience liaising with and managing trades contractors, including obtaining and assessing quotes
- Ability to build and maintain effective working relationships with contractors, suppliers, and internal stakeholders
- High level of attention to detail, particularly in relation to record keeping, compliance documentation, and job tracking
- Strong written and verbal communication skills
- Ability to work both autonomously and collaboratively within a small team
- Proficiency in Microsoft Office, proficiency in Salesforce and the ability to learn new systems quickly
- Experience with or understanding of procurement/tendering processes (desirable)
- Knowledge of electrical and fire safety compliance requirements (desirable)
- Current Australian driver's licence and Police Check

Skills & Knowledge

Communicates with Influence – Communicates clearly and professionally, actively listens, and engages contractors and stakeholders with confidence and respect.

Relationship Management – Builds and maintains productive working relationships with contractors, suppliers, and internal teams to deliver quality outcomes.

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

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

Service Orientation – Delivers a high quality of service to internal and external stakeholders.

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.

Values and Culture fit

- Passionate about preventing and ending youth homelessness and making a tangible difference.
- Collaborative team player who will thrive in small, hands-on organisation.

- Adaptable, innovative and comfortable managing multiple priorities
- A positive can-do attitude

Child Safety Standards - Commitment

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.