

Role Description



Government
of South Australia

SA Housing Trust

Role title	Maintenance Field Officer		
Directorate	Property Services		
Business unit	Maintenance and Renovations		
Reports to	Maintenance Field Manager	Classification	OPS5

Role Summary

The Maintenance Field Officer is accountable for providing a range of field operations and contract monitoring services, to support quality vacancy / transfer services and asset decisions and other maintenance services. The role is also responsible for providing sound asset planning recommendations and asset decisions on SA Housing Trust properties and Aboriginal Housing Services.

Our Organisation

We are a modern, professional, effective, and high performing organisation that is a leader in customer service, innovation and partnerships within the housing, finance and services sectors.

We have dedicated staff who are proud of the difference our organisation makes and passionate about improving housing opportunities and outcomes, through several metropolitan and country locations around South Australia.

Our employment practices value diversity and inclusion and we welcome employees with a mix of background, characteristics, experiences, professional skills and perspectives.

Our Division

The Property Services directorate is responsible for overseeing the planned management of the SA Housing Trust's \$15bn housing portfolio. Our focus is two-fold; to renew and grow our public housing assets in a way that best supports social housing outcomes for South Australians and to improve access to affordable housing opportunities, through both rental and home ownership, for low to moderate income households. With a strong focus on optimising housing for our tenants, prioritising asset planning, development, divestment, retention decisions and delivering Affordable Housing, we deliver on outcomes by working in partnership with the Property Development sector, Federal, State and Local government and the building industry.

Primary outcomes and responsibilities

Oversee and risk manage recurrent and capital maintenance programs to SA Housing Trust / Aboriginal Housing Services properties to accommodation standards within agreed time frames and in accordance with asset guidelines.

Monitor works in progress against expected timeframes and quality standards; manage associated risks and escalate matters where quality and/or timeframe is compromised.

Investigate public liability incidents and complete all relevant documentation associated with insurance matters and liaising with insurance loss adjusters and the Risk Management Unit.

Arrange emergency accommodation where required.

Undertake property inspections and field audits of work coordinated by Head Contractors (HC's) in accordance with the Trust's standards, policies and procedures.

Issue notices and reports to HC's regarding non-compliance and assist to address any discrepancies to provide for appropriate service delivery outcomes.

Provide asset management decisions relating to dwellings with significant structural movement and major damage.

Participate in the ongoing development of regional asset guidelines.

Identify potential properties in accordance with asset management policy and guidelines and consult with regional SA Housing Trust staff for the development of future maintenance programs.

Identify, recommend and prioritise work requests for various maintenance programs and collate a range of asset condition information.

Monitor works in progress and at completion to ensure compliance with relevant legislation.

Identify, document and address breaches in maintenance quality.

Liaise with HC's as necessary to facilitate quality work outcomes.

Approve maintenance recommendations by HC's in accordance with the Trust's policies and procedures and collaborate with HC's to drive a quality and timely maintenance service that delivers best possible customer and organisational outcomes.

Record matters relating to HC performance and inform SA Housing Trust Contract Managers.

Liaise with HC's, staff in the Trust's regional offices, tenant support services, tenants and any other relevant stakeholders to share information, manage relationships and drive a responsive maintenance service.

Mediate and respond to enquiries and make decisions on specific asset, client and HC requests, including tenant charges.

Assess and approve requests for tenant alterations and disability modifications, subject to policy.

Prepare and/or assist with high quality and comprehensive draft responses to any correspondence enquiries and represent the Trust at appeal hearings and court matters where required.

Corporate responsibilities

Support and advocate Equal Employment Opportunity (EEO) and diversity in the workplace in accordance with EEO legislation. In particular, maintaining a commitment to promote an inclusive workplace in support of Aboriginal and Torres Strait Islander people and other under-represented groups.

Model ethical behaviour and practises consistent with SA Government Code of Ethics for Public Sector Employees.

Understand and follow the principles and practices of the Information Sharing Guidelines for Promoting Safety and Wellbeing (ISG).

Understand and follow safe work practices, identify and report all hazards, take reasonable care of own safety and that of others and contribute to safety and wellbeing improvement.

As a White Ribbon Accredited workplace, SA Housing Trust has a zero tolerance towards violence in the workplace and the broader community. In accordance with this, the incumbent must at all times act in a manner that is non-threatening, courteous, and respectful and will comply with any instructions, policies, procedures or guidelines issued by SA Housing Trust regarding acceptable workplace behaviour.

A genuine commitment to Reconciliation and achieving the actions set out in our Reconciliation Action Plan and to creating an environment that is inclusive, respectful, free from racism and culturally safe.

Special conditions

Successful applicant will be required to satisfactorily complete a National Police Clearance prior to being employed.

The successful applicant may be required to hold a current Australian issued Driver's Licence, which must be maintained.

Working relationships

Maintenance Field Manager (direct manager)

Manager, Maintenance and Renovations

Staff within SA Housing Trust and other Government departments

Head Contractors (HC's) and other external providers

Non-government organisations

Local Government

SA Housing Trust clients

Selection criteria (knowledge, skills, aptitude and experience)

Demonstrate skills in negotiation and conflict resolution in the positive management of contentious and sensitive issues to devise a workable solution.

Utilise experience in presenting complex issues and findings in writing, such as reports, recommendations and briefing notes.

Ability to determine priorities, manage complex and competing priorities and develop effective resolutions both individually and through working with others.

Demonstrate knowledge and understanding of building maintenance and construction practices and terminology, building maintenance codes, and relevant legislative Acts and regulations that impact on house building and associated processes.

Interpret, explain and apply organisational policies and procedures.

Qualifications	Essential or desirable
Must be an indentured tradesperson in one of the site building trades, or successfully completed an appropriate building qualification or equivalent.	Essential

South Australian Public Sector Values

<p>Service </p> <p>We proudly serve the community and Government of South Australia</p>	<p>Professionalism </p> <p>We strive for excellence</p>	<p>Trust </p> <p>We have confidence in the ability of others</p>	<p>Respect </p> <p>We value every individual</p>
<p>Sustainability </p> <p>We work to get the best results for the current and future generation of South Australians</p>	<p>Collaboration & Engagement </p> <p>We create solutions together</p>	<p>Honest & Integrity </p> <p>We act truthfully, consistently and fairly</p>	<p>Courage & Tenacity </p> <p>We never give up</p>

Approved date	N Tuffnell, 31 January 2025
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