

Maintenance Handyperson Position Description

SCHCADS Award Level 4

Key role details

Maintenance Handyperson	
Reports to (position)	Common Area and Inhouse Maintenance Manager
Department	Customers
Location	Liverpool, Bonnyrigg, St Leonards, Redfern, (may be required to work at other SGCH office locations from time to time).
Remuneration level	Level 4
Essential requirements	Extensive experience in residential repairs and maintenance Understanding of Australian Standards, BCA and statutory requirements Good understanding of WHS legislation Excellent communication skills Good organisational and time management skills Current NSW driving license Ability to undertake regular driving for considerable distances Ability to stand for long periods of time Ability to lift heavy objects including using a range of equipment, machinery and tools Experience using Microsoft Office including Outlook and Excel
Desirable skills	Experience working with people from diverse backgrounds and cultures



Position summary

As an SGCH Maintenance Handyperson you are responsible for providing excellent customer service to our tenants by carrying out timely and responsive minor repairs and maintenance works in residential properties. You are also responsible for supporting our office services by undertaking minor repairs and tasks related to office accommodation across our office locations.

You are a key part of maintenance services as you respond quickly to tenant requests and work to effectively keep our maintenance costs down. You work as part of a team of Maintenance Handypersons to ensure we can provide quality and cost-effective repairs and maintenance services to our tenants. You will also be involved in collaborating on small projects with the Handypersons team.

To work at SGCH you are committed to delivering together with passion and purpose, guided by our organisational values. Together we provide sustainable, safe and affordable housing as the foundation for our customers to connect to opportunities and build their communities.

Your Success Profile

Maintenance Handyperson	
<p>Knowledge – ‘What do you know?’ Value and importance of social and affordable housing to individuals and the community How to scope and undertake minor repairs and maintenance works How to work with vulnerable people from a range of backgrounds</p>	<p>Experience – ‘What have you done?’ Worked in a challenging customer service environment Planned and prioritised a busy workload Delivered services to meet and exceed operational benchmarks</p>
<p>Behaviours – ‘What can you do?’ Provide exceptional customer service Deliver services in accordance with established standards and regulations Build and maintain positive working relationships with multiple partners</p>	<p>Personal qualities – ‘Who you are’ Enjoy working with a business head and a social heart Kind, responsive, caring and supportive Work with integrity to deliver the best outcomes for customers</p>



Your work as an SGCH Maintenance Handyperson

Our strategic work areas	Your daily work
Vision, purpose and strategy	<ul style="list-style-type: none"> • Work together to achieve our purpose to provide sustainable, safe and affordable housing as the foundation for our customers to connect to opportunities and build their communities • Lead a team to deliver great places, thriving people, connected communities • Aspire to achieve sustainable tenancies as a foundation for opportunity, more sustainable homes in thriving communities and a vibrant sustainable business in the work you do everyday
Customer service	<ul style="list-style-type: none"> • Show respect, courtesy and fairness when interacting with our customers • Respond to customer enquiries and requests with care and urgency • Keep customers informed about issues they have raised and seek feedback to ensure their needs are met
Maintenance	<ul style="list-style-type: none"> • Attend social housing properties to scope out required minor repairs and maintenance and source appropriate materials to undertake the works • Undertake minor repairs and maintenance works to a high standard and quality • Follow SGCH procedures to deliver best practice maintenance services
Customer and stakeholder engagement	<ul style="list-style-type: none"> • Work to understand the needs of internal and external customers to ensure repairs and maintenance works meets their needs • Liaise with Tenancy Managers to ensure timely access to social housing properties to undertake repairs and maintenance • Manage your schedule of works to ensure repairs and maintenance are undertaken in a timely manner
Leadership and teamwork	<ul style="list-style-type: none"> • Work as a team to provide best practice maintenance services • Collaborate with the Handypersons team to achieve small projects • Collaborate with teams across our organisation to improve outcomes for customers • Support team members to deliver the best services they can by sharing knowledge and skills; and work together to resolve challenging situations
Self-management	<ul style="list-style-type: none"> • Work flexibly to adapt and respond quickly when situations change • Be open to new ideas, seek feedback and respond constructively • Look for and take advantage of opportunities to learn new skills and develop strengths • Show resilience and ability to work under pressure



Business excellence and innovation	<ul style="list-style-type: none"> • Plan and complete work to agreed timeframes and standards • Understand team and organisational objectives and align your activities accordingly • Identify ways to improve systems or processes to achieve better outcomes
Legislation, policies and procedures	<ul style="list-style-type: none"> • Understand and follow legislation, rules, policies, guidelines and codes of conduct that apply to your role • Help others to understand their obligations to comply with legislation, rules, policies, guidelines and codes of conduct • Ensure the privacy of customer and organisational information is protected
Compliance and reports	<ul style="list-style-type: none"> • Accurately collect and record tenancy and other information • Contribute to the collection of data and information on operational performance • Attend regular (at least weekly) team huddles and regional team meetings
Accountability and risk	<ul style="list-style-type: none"> • Identify and follow safe work practices; and be vigilant about their application by self and others • Attend workplace health and safety training • Be aware of risks that might impact on the completion of an activity and escalate when identified • Speak out against misconduct and inappropriate behaviour
Information technology	<ul style="list-style-type: none"> • Use core office software applications such as Microsoft Outlook, Word and Excel • Manage and update information and workflows in our specialised information and communications technology platform, OneHousing and other applications where required • Comply with SGCH policies on the acceptable use of technology

Our expectations	Your values and behaviours
Top accountabilities	<ol style="list-style-type: none"> 1. Provide responsive and respectful customer centric services in accordance with our Customer Service Standards and commitments 2. Actively manage safety and promote our safety culture 3. Be responsible and accountable for your own safety 4. Accurately complete WHS risk assessments for each work request and project in a timely manner 5. Demonstrate strong organisational skills through planning the workday and work orders 6. Plan and complete work to agreed timeframes and standards. 7. Attendance and active participation in a fortnightly Toolbox meeting 8. Attend catch-ups, and regular 1:1 Talent Plan conversations and ask for feedback for continual development and improvement.



	9. Understand SGCH policies and processes and apply them with a focus on delivering sustainable housing outcomes for customers
	10. Apply the Australian Privacy Principles when managing customer information and data
Our values	<ol style="list-style-type: none">1. Empowerment – we empower our people, partners and our customers2. Trust – we take ownership and accountability to build trust3. Honesty – we are responsible, ethical and professional4. Inclusion – we respect differences and treat people equally5. Creativity – we explore new and better ways of working