Role title	Maintenance Officer - Groundskeeper	**Grade**	SCHCADS Award, Level 2
Business unit	Homes & Places	**Division**	Customers
Engagement type	Permanent	**Engagement hours**	Full time
Role family	Facilities and Maintenance	**Reports to**	Common Area & Inhouse Maintenance Manager
Location	All SGCH offices and sites	**In office category**	4 or more days in office and/or onsite

Purpose of the role

This role provides excellent customer service by maintaining the grounds of our larger residential common areas to a high standard. This includes daily tasks such as mowing, edging, hedging, mulching, weeding, and pressure washing. The role also supports the Handyperson Team with minor repairs and maintenance tasks.

Essential criteria

- Extensive experience in garden, lawn and grounds maintenance using power tools and garden machinery safely. A current NSW driving license and a willingness and ability to regularly attend SCGH sites and offices across the region.
- Ability to stand for long periods and undertake manual work, including heavy lifting, using a range of equipment, machinery, and tools.
- Demonstrated skills in customer service, time management, prioritising and planning, communication and computer literacy including MS Outlook.
- An ability and willingness to work independently with self-motivation, compassion, resilience and a social heart to continuously improve and deliver the best outcomes for the business and customers.

Key accountabilities

1. Perform daily maintenance of external grounds, including but not limited to mowing, weeding, edging, hedging, minor repairs, bin rotation and cleaning duties and pressure washing, ensuring all tasks are completed to a high standard.
2. Provide responsive and respectful customer-centric gardening maintenance services in accordance with Customer Service Standards and commitments.
3. Actively manage safety, promote a safety culture, and complete WHS risk assessments for each work request and project in a timely manner, this includes maintenance service logs for machinery and tools.
4. Work with colleagues and support the in-house Handyperson and Landscaper Team with low-risk repairs and tasks, sharing knowledge and skills, including leave coverage.
5. Plan and follow schedules and complete work to agreed timeframes and standards and align activities with team and organisational objectives.

6. Attend and participate in regular team meetings, toolbox talks and training sessions, to monitor and improve operational performance.
7. Exercise delegated authority responsibly to ensure decisions are made within authorised limits and in alignment with SGCH's policies and procedures.
8. Contribute to a positive work culture through SGCH's ETHIC (Empowerment, Trust, Honesty, Integrity and Creativity) values to foster an inclusive and respectful work environment.
9. Promote a safe and healthy work environment by consistently following safety protocols, fostering a positive safety culture, and reporting hazards and incidents.

St George Community Housing (SGCH) Overview

As a Tier 1 provider under the National Regulatory System for Community Housing, SGCH offers subsidised rental housing for people on very low to moderate incomes. We are a profit-for-purpose organisation that receives income from rent and reinvests it to deliver maintenance services and increase the supply of social and affordable housing. We balance business acumen with a social heart, strive for operational excellence and foster continuous learning and growth. We embody our ETHIC values and nurture a culture of kindness, respect, and teamwork to drive our mission to provide sustainable, safe, and affordable housing for all.