

Position Description – Maintenance Supervisor

Core Detail

Title	Maintenance Supervisor
Objective	To ensure maintenance works are delivered efficiently and effectively with few risks to all plant, equipment, buildings and landscaping at TriCare sites (25+).
Role	The Maintenance Supervisor works with the Aged Care Residences (ACR) and Retirement Communities (RC) site teams for the successful delivery of the preventative and corrective maintenance program
Competency	Significant asset management expertise combined with strong people management experience.

Position Parameters

Employment	Full time, Permanent
Reporting to	Maintenance Manager
Staff directly supervising	Maintenance Officers Contractors Central Crew (tradesmen and trade assistants).
Key Relationships	Retirement Communities Operations Manager, Village Managers, Aged Care Residences Operations Managers, Aged Care Residences Facility Managers, Facilities and Asset Division, and the Accounting Services Division.
Location	TriCare Head Office as required and travel predominantly to TriCare ACR's and RC's.

Detailed Description of the Position

Financial Management	<ul style="list-style-type: none"> • Ensure that all works are carried out to the agreed timeframes and budgets. • Approve payments of invoices where authorised. • Assist in the preparation of the annual planned and corrective and maintenance budgets.
Asset Management	<ul style="list-style-type: none"> • Responsible for the development of a proactive maintenance schedule to minimize reactive activity

	<ul style="list-style-type: none"> • Oversee and manage the provision of buildings, plant, equipment, and grounds maintenance services to achieve the approved annual planned and corrective maintenance budgets. • Management of Maintenance System to support effective management and monitoring of maintenance schedules, plans and activity • Development of maintenance reporting to provide information on planned activity, adherence to plan and future works
People Management	<ul style="list-style-type: none"> • Manage coordinate and monitor the Central Crew and Maintenance Officers to ensure that appropriate outputs and team culture is achieved. • Have regular discussions on performance and outcomes with Aged Care and Retirement Village Management. • Establish, regularly communicate, benchmark and measure expected outcomes, KPIs, work schedules of supervised staff. • Work with the Aged Care and Retirement Village Managers in performance management activities of Maintenance Operators including holding staff accountable to their responsibilities and results; and identify opportunities for performance enhancement. • Drive a culture of continuous improvement. • Foster a culture of transparent work performance and accountability. • Help recruit and maintain a high performing department.
Quality and Risk Management	<ul style="list-style-type: none"> • Ensure that maintenance tasks are undertaken by Contractors, Central Crew and Maintenance Operators, to the TriCare performance standard, are appropriately recorded and that all processes are consistently applied across all ACR's and RC's. • Personally, inspect sites and buildings to determine appropriate repair and maintenance programs and methods. • Undertake regular and thorough risk audits.
Project Management	<ul style="list-style-type: none"> • Produce scope of works, arrange quotes/tenders, make recommendations and manage approved maintenance works/projects within agreed timeframes, budget and to the specified standard.
Health and safety and compliance management	<ul style="list-style-type: none"> • Demonstrate knowledge and understanding of Standards, Legislation, Acts, Regulations and maintenance of a safe and compliant environment. • Ensure all maintenance and trade work activities comply with all statutory and regulatory requirements.

Note: The above list is not exhaustive, the Maintenance Supervisor may be asked to undertake other responsibilities at the request of the Maintenance Manager and or Board of Directors consistent with the context of this position description.

Skills and Knowledge

- An ability to manage a multitude of complex maintenance tasks and sites requests simultaneously.
- Experience in managing employees.
- Previous experience and success in the delivering work on time and budget.
- Awareness and the ability to embed WH&S practices and procedures.
- Strong knowledge of most trades and services (including electrical, plumbing, mechanical, carpentry and fire services).
- Highly developed communication skills, both written and verbal, including an ability to prepare high level reports.
- Strong problem solving, planning, decision-making skills.
- Intermediate computer skills.
- Current open Australian driver licence

Personal/Other Attributes

- Personal accountability and responsibility.
- To act and behave honestly with integrity and authenticity.
- Results driven and future-oriented.
- Sets and pursues stretch goals.
- Able to meet deadlines and work under pressure.
- Able to prioritise effectively.
- Ability to participate actively and constructively within a team.
- Welcomes and encourages innovation and continuous improvement.

Experience

- At least 5 years' experience proactively managing staff, together with a solid and broad understanding of facilities/building maintenance.

Work Health and Safety

The incumbent has the responsibility to comply with and meet all obligations contained in:

- a) Work Health and Safety (WHS) legislation;
- b) Related WHS responsibilities; and
- c) TriCare's Risk Management (RM) standards.

Performance Measures

Annual Performance Review.