

Position Title	Coordinator Major Asset Maintenance
Department	City Assets
Unit	Open Space & Buildings Maintenance
Team	Buildings Operations
Supervises	Major Asset Maintenance & Civic Tower Security Teams
Reports To	Manager Open Space & Buildings Operations
Grade	K
Date Prepared	7/05/2025
Date Last Updated	7/05/2025

Our Vision & Values: A leading organisation that collaborates & innovates



We are committed to **safety**



We work as one **team**



We act with **integrity**



We care about our **customers**



We **continuously improve**

Primary purpose of position

The Coordinator Major Asset Maintenance plays a pivotal role in ensuring the efficient, safe, and compliant operation of a diverse portfolio of high priority assets within Council. This role is responsible for the management and coordination of maintenance services across multiple major facilities, including the Civic Tower Precinct which includes Civic Tower, BLaKC, Council Chambers, Appian Way, Campsie Hub Precinct, as well as three operational depots located in Greenacre, Panania and Roselands.

Reporting to the Manager Open Space & Buildings Operations, this role will oversee the delivery both programmed and reactive maintenance, statutory compliance, security functions, security and access control, and emergency management across all major facilities, while also leading sustainability initiatives and continuous improvement efforts. With a strong record of success in facilities maintenance management, excellent communication skills, customer experience and stakeholder relationship management, as well as the ability to manage competing priorities and projects, this role will ensure the seamless operation and strategic enhancement of all assets within the portfolio in collaboration with a range of internal and external stakeholders.

Accountabilities

- Lead and supervise a team of maintenance and security staff operating across multiple buildings and precincts to ensure the efficient and effective maintenance of Council's major asset portfolio.
- Collaborate and liaise with the Maintenance Planning team to ensure the delivery of programmed maintenance for a portfolio of critical assets, including multiple buildings and precincts. This includes, but is not limited to, building management systems, plant and equipment, air conditioning, fire systems, electrical, plumbing, cleaning, general maintenance, pest control, automatic doors, anchor points, electrical test and tag, and lift maintenance.
- Ensure all statutory compliance works are delivered as scheduled, and completed with appropriate documentation for all assets within the portfolio.
- Coordinate and oversee the delivery of reactive maintenance for the portfolio, addressing plant and equipment breakdowns/repairs and building maintenance across multiple sites.
- Oversee and coordinate all security and access control functions and systems across the assets within the portfolio, including the monitoring and management of access systems and procedures

- Supervise the patrolling, monitoring, and enforcement of regulated carparks within the portfolio.
- Coordinate with external authorities as required for all assets.
- Conduct regular review and improvement of operational procedures in consultation with staff and relevant stakeholders.
- Develop, monitor and report on operational budgets for the entire portfolio.
- Prepare written correspondence, including reports, incident reports, and responses to complaints.

- Effectively lead and contribute to fit-out projects within the leased spaces of the portfolio.
- In collaboration with the Maintenance Planning team, contribute to the preparation of appropriate reporting that supports a proactive approach to plant and equipment and building upgrades, as well as capital works planning across the portfolio of assets.
- Procure goods and services in line with Council policy, procedure, code of conduct and delegation for all assets.
- Effectively manage contracts including contractor performance and adherence to contracts to ensure the efficient operation of the portfolio.
- Coordinate emergency management as the Chief Emergency Officer for all buildings, updating emergency management plans and organising training as required.
- Liaise with building tenants and strata managers regarding operations and maintenance across the portfolio.
- In collaboration with Sustainable Futures, devise strategies to implement sustainability programs, including electricity, water, and waste minimisation across all assets within the portfolio.

- Effectively develop and manage relationships with customers and stakeholders to ensure the delivery of high-quality services.
- Undertake other tasks in line with skills, training and qualifications

Position capabilities and level

Below is the full list of capabilities and the level required for this position. The capabilities in bold are the focus capabilities for this position. Refer to the next section for further information about the focus capabilities.

Capability Profile – People Leader Profile 2

Capability Group	Capability Name	Level
 Personal Character	Lead Self	Advanced
	Display Resilience	Adept
	Act with Integrity	Advanced
	Safety and Accountability	Advanced
 Relationships	Communicate and Engage	Advanced
	Customer and Community Focus	Adept
	Work Collaboratively	Advanced
	Influence and Negotiate	Adept
 Results	Plan and Prioritise	Advanced
	Think and Solve Problems	Adept
	Innovate and Improve	Adept
	Deliver Results	Advanced
 Resources	Finance	Adept
	Assets and Tools	Adept
	Technology and Information	Adept
	Procurement and Contracts	Adept
 People Leadership	Manage and Develop People	Adept
	Inspire Direction and Purpose	Adept
	Optimise Workforce Contribution	Intermediate
	Lead and Manage Change	Intermediate

Focus Capabilities

The focus capabilities for the position are those judged to be most important at the time of recruiting to the position. That is, the ones that must be met at least satisfactory level for a candidate to be suitable for appointment.

CBCity Capability Framework - Focus Capabilities

Group & Capability	Level	Behavioural Indicators
People Leadership		
Inspire Direction and Purpose	Adept	<ul style="list-style-type: none"> • Demonstrates passion, enthusiasm and personal dedication to the organisation's vision • Translates organisation and unit objectives into team goals and plans to help staff understand the links • Builds a shared sense of purpose through involving people in the process of cascading goals • Motivates staff by providing autonomy in how they do their work, saying thanks and celebrating successes • Takes opportunities to recognise and reward individual and team efforts and performance
Relationships		
Customer and Community Focus	Adept	<ul style="list-style-type: none"> • Demonstrates a sound understanding of the interests and needs of customers and the community • Takes responsibility for delivering quality customer- focused services • Listens to customer and community needs and ensures responsiveness • Builds relationships with customers and identifies improvements to services • Finds opportunities to work with internal and external stakeholders to implement improvements to customer services
Results		
Plan and Prioritise	Advanced	<ul style="list-style-type: none"> • Ensures business plans and priorities are in line with organisational objectives • Uses historical context to inform business plans and mitigate risks • Anticipates and assesses shifts in the environment and ensures contingency plans are in place

		<ul style="list-style-type: none"> • Ensures that program risks are managed and strategies are in place to respond to variance • Implements systems for monitoring and evaluating effective program and project management
Resources		
Procurement and Contracts	Adept	<ul style="list-style-type: none"> • Prepares documents that clearly set out business requirements, deliverables and expectations of suppliers • Delivers open, transparent, competitive and effective procurement processes • Manages relationships with suppliers and contractors to ensure expectations are clear and business needs are met • Takes appropriate actions to manage and mitigate procurement and contract management risks
Relationships		
Work Collaboratively	Advanced	<ul style="list-style-type: none"> • Builds a culture of respect and understanding across the organisation • Facilitates collaboration across units and recognises outcomes resulting from effective collaboration between teams • Builds co-operation and overcomes barriers to sharing across the organisation • Facilitates opportunities to develop joint solutions with stakeholders across the region • Models inclusiveness and respect for diversity in people, experiences and backgrounds

* Focus Capabilities are those judged to be the most important at the time of recruiting to the position. The mix of “focus” capabilities can change over time, reflecting changing work priorities and current team strengths.

Delegations

Decisions associated with this position are to be made in accordance with the Delegations of Authority (Policy186) approved by the Chief Executive Officer.

Code of Conduct

All staff are required to adhere to the Code of Conduct (CP25).

Work Health & Safety

All staff are required to adhere to Council's WHS&E Responsibilities and Authorities document (REF229) and associated policies and procedures.

Records Management

All staff are required to comply with Council's Records and Information Management policies, procedures and guidelines.

Qualifications and Experience

Essential Qualifications

- Tertiary qualifications in Facilities Management, Building and Construction or similar field

Essential Experience

- Demonstrated experience in managing both programmed and responsive maintenance of building assets, with a strong understanding of asset lifecycle planning, compliance with building codes, tenancy legislation, and contract management. Proven ability to lead multidisciplinary teams and the coordination of service providers to deliver high-quality, cost-effective maintenance outcomes. Experience in stakeholder engagement, particularly within local government or similar contexts, and a commitment to safety, sustainability, and continuous improvement in maintenance operations.

Desirable Qualifications and or Experience

- Electrical or Plumbing Trade qualifications

HUMAN RESOURCES USE (SELECT YES OR NO)	YES	NO
Does this position fall under the definition of child related employment?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Does this position require incumbent to undergo criminal reference check?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Does this position require incumbent to demonstrate good driving Licence class required: C Class Drivers Licence	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Will incumbent need to make disclosure of pecuniary interest?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Could there be a conflict of interest with secondary employment?	<input checked="" type="checkbox"/>	<input type="checkbox"/>