



Position Description

Maintenance Officer (Permanent Part Time)

Frank Vickery Village
October 2025

Agreement

Signed – Manager

Signed – Employee

Date

Date





Maintenance Officer Frank Vickery Village

1. Overview of Wesley Mission

Wesley Community Services Limited, a company limited by guarantee pursuant to the Corporations Act 2001, is a Public Benevolent Institution operating as Wesley Mission to deliver services and programs to provide direct relief of poverty, sickness, suffering, distress, adversity, disability, destitution, and helplessness in New South Wales and other parts of Australia as inspired by the work of Jesus Christ in word and deed. Our vision is to:

“Do all the good you can, by all the means you can, in all the ways you can, in all the places you can, at all the times you can, to all the people you can, as long as ever you can”.

Out of Christian love and compassion we are driven by Christlike servant hood, unflinching integrity and courageous commitment.

The organisational plan is based on four key result areas, namely:

- our clients
- our people
- our operations
- our financials

Our position descriptions and performance plans are aligned with these four key result areas.

2. Overview of Frank Vickery Village

The Frank Vickery Village team provides residents with a safe, welcoming community where each resident has access to a wide range of support services that enhance their physical, emotional, spiritual and social wellbeing.

3. Overview of role

The Maintenance Officer is responsible for the repair of equipment and capital stock to facilitate the delivery of quality services at the Village.

4. Relationships

Reports to: Property and Asset Coordinator



5. Major role responsibilities

5.1 Our clients

- Residents and their families
- Other Village staff
- Other Wesley Mission departments
- Visitors
- Suppliers and Contractors

- 5.1.1 Performance Measures
- Resident satisfaction levels
- Repairs carried out in a timely fashion
- Proactively supports a positive service culture across all areas and departments of Frank Vickery Village
- be a strong ambassador for Frank Vickery Village team

5.2 Our people (our team)

- Promote and ensure adherence to Wesley Mission brand
- Ensure all Human Resource (HR) policies and procedures are understood and adhered to
- On a quarterly basis, document your progress using the Employee Contribution & Development template and meet with your manager to discuss
- ensure your position description is up-to-date and identify career training and development and career growth opportunities for yourself
- Regularly report to your Supervisor on team issues such as resourcing needs, performance, training/development, disciplinary action, leave, Work, Health & Safety issues etc
- Identify and recommend opportunities to increase team satisfaction
- Attend all scheduled meetings.

5.2.1 Performance Measures

- ECD is up to date and relevant
- Display Wesley Mission values and practice honesty, respect, transparency and reliability in all aspects of your work.
- Demonstrate collaborative practice that provides outcomes for residents and staff
- Wears uniform, name badge and is well presented at all times

5.3 Our operations

- Undertake routine corrective maintenance and notify the Supervisor if any additional external provider is required
- Liaise with Maintenance supervisor to establish maintenance requirements for the equipment used in the Village
- Assist with event preparations for Village committees and other social functions/activities
- Perform resident requested maintenance tasks in accordance with Village policy
- Undertake or coordinate with external providers pre-determined preventative maintenance programs



- Use and maintain equipment in accordance with manufacturer's instructions and maintain the equipment register
- Advise and make recommendations to the Maintenance Supervisor regarding the:
 - suitability of equipment prior to purchase
 - the need for replacement equipment
 - the performance of external maintenance and repair contractors
 - future maintenance requirements of the Village
- Perform other associates duties designated by the Maintenance supervisor or Village Manager.
- Communicate the Wesley Mission brand and key messaging strategy to stakeholders to build effective relationships, gain their support and ultimately create advocates

5.3.1 Performance Measures

- Preventative maintenance schedule is up to date
- Effective communication between maintenance supervisor and maintenance officer team
- Future maintenance requirements are documented and well planned

5.4 Our financials

- Quotations are obtained for large purchases
- Ensure all projects are delivered to budget and seek opportunities to minimise expense wherever possible.

5.4.1 Performance Measures

- Shows good stewardship of Village resources and funds

5 Professional responsibilities

- As directed, perform other activities to support the delivery of Frank Vickery Village Business Plan and Wesley Mission Strategic Plan, as requested by your Supervisor
- As an employee, be responsible under the Work Health & Safety Act for the health and safety of all persons they come into contact with, during employment. All hazards and injuries must be reported through the normal process as set out in Wesley Mission's Work Health, Safety and Rehabilitation Quality Management System and site procedures
- In relation to Wesley Mission and the Uniting Church in Australia, attend such functions, meetings, seminars, training courses as directed by your supervisor
- In relation to Wesley Mission attend worship services as encouraged by your supervisor
- Take responsibility for personal career development and training
- Participate in Wesley Mission's Orientation program, so as to gain an understanding of, and promote, the application of the EEO, Affirmative Action, Privacy Act, Work Health & Safety Act and other relevant legislation
- Administer Wesley Mission's philosophy of care and other relevant policy documents as appropriate
- Demonstrate responsible stewardship of all resources, and willingness to report impropriety in keeping with the values of Wesley Mission
- Ensure the reputation and integrity of Wesley Mission is maintained at all times
- Maintain confidentiality.



6 Selection criteria

To be successful in this position, candidates must possess the following:

Demonstrated behaviours

- Willingness to affirm Wesley Mission's vision, mission and values and enthusiastically advocate our Word and deed ministry
- Demonstrated ability to work unsupervised as well as an effective team player with a positive can-do attitude
- Relates well to a range of people with sound listening and problem solving skills
- Confident professional with strong initiative and 'can do' attitude
- Displays emotional maturity and resilience

Essential skills/knowledge

- Relevant technical knowledge and/or trade certificate
- High level of safety awareness
- Must be educated and have experience in the building maintenance requirements of a large accommodation complex
- Proven organisational skills, ability to multi-task, prioritise workloads and meet deadlines
- Outstanding interpersonal skills, flexible, patient and ability to relate well to all levels of society that Wesley Mission interacts with

Desirable skills/knowledge

- Current First Aid Certificate
- LR or above motor vehicle licence
- Not for profit or cause related management experience