

### Technical Officer

|                                      |   |             |                        |
|--------------------------------------|---|-------------|------------------------|
| Department                           | Assets  | Reports To  | Manager Assets Program |
| Positions reporting to this position | None  |             |                        |
| Location                             | Sydney, Northern Beaches  | Award Level | 6                      |
| Award Name                           | Social, Community, Home Care and Disability Service Industry Award 2010 |             |                        |

#### Primary Purpose of this Position

The Technical Officer is responsible for providing expertise in all assets related works by coordinating and overseeing the implementation of our Asset Management Program (AMP) ensuring works are carried out within the relevant standards of quality, safety and value for money to ensure we provide quality homes to our current and future residents.

The role will require an experienced and qualified building/maintenance professional with awareness of all aspects of residential building codes and practices.

The Technical Officer is responsible for building strong and effective relationships with key stakeholders to maximise effectiveness of maintenance works carried out in line with NSW Land and Housing Corporation's Asset Management Framework.

The Technical Officer will also provide education and technical advice to other Bridge Housing staff on repairs and maintenance issues and effective asset management.

#### Accountabilities

1. Support the delivery of quality homes to our residents by implementing, monitoring and reporting back on adherence to the Assets Maintenance Plan against time and budget forecasts and compiling briefing notes and reports for approval. Technical Officers will be responsible for the roll out of various work programs as required by the respective asset maintenance plans.
2. Coordinate and oversee disability modifications (required from Occupational Therapist Reports), environmental sustainability design initiatives and the tenant alteration approval process across our property portfolio and provide reporting to senior management as required.
3. Ensure all works undertaken by Bridge Housing and third party contractors meets the necessary building codes, standards, practices and work health and safety requirements by undertaking pre, progress and post work/defect inspections and staying abreast of relevant legislation, council planning requirements.
4. Improve the quality of the homes and the services we offer our residents by educating and training other Bridge Housing staff in general property maintenance and effective inspection methods.
5. Support Bridge Housing to maintain strong financial performance through the accurate scoping and management of all vacant works to ensure they are completed within target timeframes and minimise loss of rental income.
6. Contribute to the growth of Bridge Housing by project managing major structural works and assisting with the preparation and review of tenders.

7. Support the delivery of quality homes by monitoring and auditing contractor performance and quality of work, including workplace health and safety and environmental compliance obligations and identifying and escalating areas of risk across all our maintenance programs.
8. Support the Director Assets by reviewing and keeping abreast of maintenance contracts and ensuring contractors are meeting their contractual obligations.
9. Support the Director, Assets increase the profile and reputation of Bridge by building and maintaining professional and positive relationships with relevant stakeholders, attending industry forums and being an active member of the property development and community housing sector.
10. Manage relationships with clients (property owners) in line with operational requirements, ensuring client requirements are met and addressed.
11. Ensure superior customer service to Bridge Housing tenants and other key stakeholders by providing an efficient and professional response to all enquiries.

#### OTHER SKILLS, EXPERIENCE AND QUALIFICATIONS

- NSW Drivers licence
- White Card
- Previous licenced builder (desirable)
- Trade Certificate IV or equivalent
- At least 5 years' experience in construction, maintenance, skilled trades or property project management
- Intermediate skills in all Microsoft Office applications 2010
- Knowledge of Land and Housing Corporation's schedule of rates (desirable)
- Knowledge of LAHC processes (desirable)
- Contract management
- Stakeholder engagement experience

## KEY CAPABILITIES

### Cultural Capabilities

Cultural capabilities are common to all jobs at Bridge Housing. They describe the critical behaviours and ways of relating to work colleagues and others. These capabilities translate the Bridge Housing corporate values such as socially responsible, people focussed, building relationships and professionalism and integrity.

#### SOCIAL AWARENESS

| Capability and Elements                                    | Behavioural Indicators   | Capability Level |
|--|--|------------------|
| Demonstrates social awareness                              | <ul style="list-style-type: none"> <li>• Demonstrates an understanding of the issues facing consumers from various cultures and demographic backgrounds.</li> <li>• Shows commitment to improving one's own skill and knowledge in this area.</li> <li>• Demonstrates a good knowledge of various cultures and social issues affecting consumers.</li> <li>• Demonstrates experience and skill when communicating with multiple cultures.</li> </ul>   | Level 2          |
| Understands the operating environment and its stakeholders | <ul style="list-style-type: none"> <li>• Maintains a good understanding of current issues affecting the sector and its consumers.</li> <li>• Maintains current knowledge of key legislation, policies and practices relating to the sector and the organisation.</li> <li>• Interprets and applies relevant legislation, regulations, policy and procedures in undertaking work.</li> <li>• Exercise judgement and contributes critical knowledge and skills where procedures are not clearly defined.</li> <li>• Understands the operating environment to organise the work of others effectively.</li> <li>• Understands the operating environment of other work areas in order to improve work outcomes.</li> </ul> | Level 3          |
| Values diversity and social inclusion                      | <ul style="list-style-type: none"> <li>• Demonstrates sensitivity and respect for diversity and differences in clients and other stakeholders.</li> <li>• Works effectively with people from diverse backgrounds in the workplace and community.</li> <li>• Demonstrates equitable and socially inclusive decision making and work practices when dealing with clients and other key stakeholders.</li> </ul>  | Level 2          |

#### CLIENT FOCUSED

| Capability and Elements                    | Behavioural Indicators   | Capability Level |
|--|--|------------------|
| Demonstrates service orientation           | <ul style="list-style-type: none"> <li>• Uses empathy and understanding when dealing with all clients.</li> <li>• Shows enthusiasm and commitment to service of clients.</li> <li>• Is responsive to clients' needs.</li> <li>• Focuses on client satisfaction.</li> <li>• Builds trust with clients through honesty and providing a supportive service.</li> <li>• Makes self fully available during critical periods for the client and takes actions beyond normal expectations to provide high quality service.</li> </ul> | Level 3          |
| Strives for excellence in service delivery | <ul style="list-style-type: none"> <li>• Strives to meet client needs and delivers on promises.</li> <li>• Considers the client in all decision making.</li> <li>• Keeps clients informed of progress and checks needs have been met.</li> <li>• Models excellence in client service.</li> </ul>   | Level 3          |

|                                   |  |         |
|-----------------------------------|--|---------|
| Demonstrates professional empathy | <ul style="list-style-type: none"> <li>• Demonstrates an in-depth knowledge of clients, their needs and how to solve complex issues.</li> <li>• Coaches and mentors others to improve their service delivery and client service outcomes.</li> <li>• Monitors the quality of client service and takes corrective action where required.</li> <li>• Negotiates with internal and external stakeholders on service delivery issues in line with the organisation's objectives.</li> <li>• Models respectful and effective approaches in dealing with clients.</li> <li>• Understands and effectively manages emotional responses when dealing with others.</li> <li>• Displays an understanding for people's behaviour and responses.</li> </ul> | Level 3 |
|-----------------------------------|--|---------|

#### STRATEGIC RELATIONSHIPS AND PARTNERSHIPS

| Capability and Elements           | Behavioural Indicators  | Capability Level |
|-----------------------------------|---|------------------|
| Builds relationships and networks | <ul style="list-style-type: none"> <li>• Demonstrates honesty and respect in all interpersonal relationships both internally and externally.</li> <li>• Builds relationships based on trust and respect and identifies key stakeholders in the organisation.</li> <li>• Has a network of business contacts that are nurtured and maintained for the mutual benefit of the client and the organisation.</li> <li>• Demonstrates how partnerships have positively affected the delivery of personal and organisational goals.</li> </ul>                    | Level 2          |
| Works effectively in a team       | <ul style="list-style-type: none"> <li>• Shows maturity and understanding of the needs of others.</li> <li>• Demonstrates a commitment to team work.</li> <li>• Understands how work and decisions impact other departments and co-workers.</li> <li>• Participates in team events.</li> <li>• Keeps others informed of decisions or changes that affects them.</li> <li>• Treats everyone with respect and fairness.</li> <li>• Actively promotes cross-departmental view in developing solutions.</li> <li>• Coordinates work between teams.</li> </ul> | Level 3          |

#### CONTINUAL IMPROVEMENT AND CHANGE

| Capability and Elements           | Behavioural Indicators   | Capability Level |
|-----------------------------------|--|------------------|
| Strives for continual improvement | <ul style="list-style-type: none"> <li>• Aims to provide the best service possible in own work.</li> <li>• Continually reflects on own performance and takes action to address gaps.</li> <li>• Makes recommendations for improvements in own work area.</li> <li>• Accepts constructive feedback and development suggestions and takes agreed action.</li> <li>• Looks for and suggests alternatives which could positively improve the organisation.</li> <li>• Contributes ideas for improvement.</li> <li>• Continually looks to improve the service and work practices of self and others.</li> </ul> | Level 3          |

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| Manages and embraces change | <ul style="list-style-type: none"> <li>• Is open to change and variations in work performed.</li> <li>• Recognises opportunities to make change in own work area.</li> <li>• Shows initiative in suggesting changes to own work and the wider work area.</li> <li>• Responds positively and effectively to unexpected change.</li> <li>• Adapts skills and knowledge to new situations and work practices.</li> </ul> | Level 2 |
|-----------------------------|---|---------|

#### PROFESSIONALISM AND INTERGRITY

| Capability and Elements                              | Behavioural Indicators  | Capability Level |
|--|---|------------------|
| Acts with integrity                                  | <ul style="list-style-type: none"> <li>• Takes accountability for own work tasks.</li> <li>• Represents the values of the company at all times.</li> <li>• Demonstrates openness and honesty in dealing with others.</li> <li>• Acts in the best interest of the organisation and its clients.</li> <li>• Treats all stakeholders, clients and colleagues positively, without bias or preference.</li> <li>• Demonstrates ethical and professional standards in line with company values and codes.</li> <li>• Raises issues and speaks out where it is the right thing to do.</li> <li>• Delivers on promises and to deadline.</li> <li>• Understands and demonstrates the need to balance responsibilities to the organisation, clients and a wider stakeholder network.</li> <li>• Takes responsibility for own and others performance and behaviours.</li> <li>• Holds others accountable.</li> </ul> | Level 3          |
| Works within safety, risk and governance frameworks. | <ul style="list-style-type: none"> <li>• Interprets occupational health and safety processes and procedures, and applies these individually and for the contractor undertaking work.</li> <li>• Takes corrective action to mitigate risks and hazards in the work area.</li> <li>• Manages work practices to comply with relevant legislation and licensing requirements.</li> </ul>  | Level 3          |

## Enabling Capabilities

Enabling capabilities are the core skills, knowledge and abilities required to effectively deliver and perform most roles at Bridge Housing. They support the delivery of a person's accountabilities and KPI.

| PLANNING AND ORGANISING   |   |                  |
|---|---|------------------|
| Capability and Elements   | Behavioural Indicators  | Capability Level |
| Planning and organisational skills including strategic planning | <ul style="list-style-type: none"><li>Plans and prioritises own work to achieve defined plans and work tasks.</li><li>Seeks clarification of priorities as required.</li><li>Manages own time and uses tools effectively to assist with planning and organising.</li><li>Able to multitask effectively.</li><li>Prioritises others' work and delegates appropriately.</li><li>Ensures that key requirements are met.</li><li>Demonstrates flexibility in planning to meet unforeseen circumstances.</li><li>Uses planning tools, systems and procedures to plan and organise own and teams performance.</li></ul>   | Level 3          |
| PROBLEM SOLVING AND DECISION MAKING                             |   |                  |
| Capability and Elements   | Behavioural Indicators  | Capability Level |
| Demonstrates analytical thinking and problem solving skills     | <ul style="list-style-type: none"><li>Uses experience and knowledge of work when solving problems or making decisions.</li><li>Escalates problems that remain unresolved.</li><li>Solves problems and makes decisions in line with company policy and level of authority.</li><li>Seeks all relevant information on problem to assist in development of solutions.</li><li>Engages key stakeholders to find best solution to problems.</li><li>Implements and monitors solutions.</li><li>Instructs and guides others in the process of resolving problems.</li></ul>   | Level 3          |
| COMMUNICATION   |   |                  |
| Capability and Elements   | Behavioural Indicators  | Capability Level |
| Demonstrates effective verbal communication skills              | <ul style="list-style-type: none"><li>Speaks in an appropriate tone and uses professional and polite language.</li><li>Verbally communicates to a group of people clearly and confidently.</li><li>Uses clear and respectful tone in all situations and conveys difficult information with tact and sensitivity.</li><li>Uses facts to express clear arguments and opinions in meetings and forums.</li><li>Uses questioning to uncover facts and understand others' viewpoints.</li><li>Modifies verbal delivery depending on the audience and setting.</li><li>Explains complex concepts in such a way as to be understood by the target audience.</li><li>Develops scripts and presentations to range of audiences on specific projects and initiatives.</li></ul> | Level 3          |

|  |   |                         |
|--|---|-------------------------|
| Uses written communication effectively                 | <ul style="list-style-type: none"> <li>Edits own work and demonstrates excellent accuracy and attention to detail in the preparation of written material.</li> <li>Produces easily understood documents which meet the needs of their intended purpose.</li> <li>Produces reports and recommendations which clearly explain concepts that support arguments.</li> <li>Develops operational guidelines, complex technical reports and projects scopes for the immediate work area.</li> </ul>  | Level                   |
| Negotiates with skills and influence                   | <ul style="list-style-type: none"> <li>Uses diplomacy and tact to negotiate in difficult decisions and situations.</li> <li>Able to effectively discuss complex concepts with other expert stakeholders.</li> <li>Confidently conveys ideas and information in a clear and interesting manner.</li> <li>Uses experience, precedents and own views to advocate own viewpoint.</li> <li>Assesses situations and knows when to be direct, forceful or diplomatic.</li> </ul>   | Level 3                 |
| <b>TECHNOLOGY</b>                                      |   |                         |
| <b>Capability and Elements</b>                         | <b>Behavioural Indicators</b>   | <b>Capability Level</b> |
| Uses and harnesses technology                          | <ul style="list-style-type: none"> <li>Uses Microsoft Office packages at an intermediate level to complete own work tasks.</li> <li>Demonstrates proficiency in keyboard and data entry skills with speed and accuracy.</li> <li>Can identify the most appropriate technology to complete assigned tasks.</li> <li>Understands and uses computer applications and business equipment relevant to own role effectively.</li> <li>Understands and adheres to computer policy and procedures related to the use of technology in own work area.</li> </ul> | Level 1                 |
| <b>POLICY AND PROCEDURES</b>                           |   |                         |
| <b>Capability and Elements</b>                         | <b>Behavioural Indicators</b>   | <b>Capability Level</b> |
| Develops and maintains workplace policy and procedures | <ul style="list-style-type: none"> <li>Participates in the review and development of policy and procedures to guide work practices.</li> <li>Contribute to the interpretation of work for which there are not clearly established procedures.</li> <li>Provides advice on the development of policy and procedures in specialist work area.</li> <li>Provides knowledge and expertise of policy and procedures to those with less experience in the relevant work area.</li> </ul>  | Level                   |

## Professional Capabilities

Professional capabilities define the specific knowledge, skills, abilities that are specialist or specific in nature. They are not relevant to all roles at Bridge Housing, however have been identified as critical to delivering Bridge Housing's objectives now and in the future.

| FINANCIAL MANAGEMENT                                  |   |                  |
|---|---|------------------|
| Capability and Elements                               | Behavioural Indicators  | Capability Level |
| Demonstrates sound financial management practices     | <ul style="list-style-type: none"> <li>• Demonstrates basic ability to analyse financial reports and drawing conclusions.</li> <li>• Manages budgets and financial targets relevant to the role.</li> </ul>   | Level 2          |
| PROJECT MANAGEMENT                                    |   |                  |
| Capability and Elements                               | Behavioural Indicators  | Capability Level |
| Experience managing and/or participating in projects  | <ul style="list-style-type: none"> <li>• Participates in projects and completes tasks as assigned on the project plan.</li> <li>• Brings problems with timing, budget or adherence to the plan to the project leader.</li> <li>• Develops project plans for the efficient delivery of moderately complex projects.</li> <li>• Has a good understanding of project management methodologies.</li> <li>• Participates in project planning, monitoring and evaluations.</li> <li>• Assists in planning the work in area of expertise.</li> <li>• Adjusts priorities in response to project needs.</li> <li>• Defines and allocates tasks and resources in a project.</li> <li>• Uses project management tools to document and capture data.</li> <li>• Communicates and monitor's progress with project team and key stakeholders.</li> <li>• Evaluates the success of the progress and reports on findings to senior management.</li> <li>• Is responsible for meeting time, budget and quality requirements on parts of projects or smaller projects.</li> </ul> | Level 3          |
| Capability and Elements                               | Behavioural Indicators  | Capability Level |
| Demonstrates sound purchasing and supplier management | <ul style="list-style-type: none"> <li>• Aims for sustainability in purchasing decisions.</li> <li>• Manages suppliers to service level agreements.</li> <li>• Addresses service and delivery issues with suppliers.</li> <li>• Reviews supplier agreements and performance and takes corrective action</li> </ul>  | Level 3          |