



Position Description

Scouts Australia (SA Branch)

Dated: October 2021

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Position Identification

Position Title	Maintenance and Service Officer – Woodhouse Activity Centre
Award Classification	Amusement Events and Recreation Award Level 2
Functional Area	Operations
Location	Woodhouse Activity Centre
Reports to	Operations and Activities Manager
Direct Reports	Nil
Special Conditions	Nil

Position Summary

The Maintenance and Service Officer will be responsible for the exemplary presentation of Woodhouse coupled with the general upkeep of the site's facilities and plant equipment. The role will be focused on providing a safe and secure experience for all visitors through a high level of maintenance and grounds keeping expertise.

A customer focused outlook is key to the position's success, delivering a beautifully presented site combined with a strong focus of WHS practices and principals making for the best experience for all who visit Woodhouse.

WHS and Scouts SA Core values and principles

- Maintain a personal familiarity with the requirements of your role's WHS legal requirements
- Demonstrate commitment and understanding of Scouts SA core values and principals
- Takes personal responsibility for their own safety and that of others and ensures their work environment and practices are safe
- Perform their duties in accordance with the Scouts SA Work Health and Safety and Injury Management Roles and Responsibilities Procedure specific to the defined level of work

Risk Accountabilities

- Drive a culture of obligation compliance and support key risk management and education throughout Scouts SA, by ensuring it is prioritized in all key day to day operations.
- Comply with the requirements of incident management and utilize Sky Trust in accordance with policy.
- Have a general duty of care and be responsible for complying with requests with regards to the Obligations Register.
- Have a responsibility to comply with policies and procedures and to identify and report new risks, issues and any associated incidents into Skytrust and to Management.

Key Result Areas (Outcomes of the role and the desired behaviours to be exhibited in the role)

Key Result Area	Accountabilities
1. Day to Day Operations	<ul style="list-style-type: none"> • Ensure that all guest requirements and urgent works are met immediately, while attending to daily works list and preventative maintenance. • Brief guests on safety requirements and monitor their safety at all times. • Assess and act on general cleanliness of the site, including; rubbish removal, litter, building cleanliness, windows, toilets, kitchens etc. and

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	<p>complete daily checks (i.e. gas bottles, sewerage systems and assets)</p> <ul style="list-style-type: none"> • Oversee volunteer workforce and, where required, provide assistance and professional support. • Grounds maintenance to include: paths and roads leaf blowing, mowing fields, pruning and small tree removal. • Monitors and provides assistance for contractors to include, cleaners, catering, maintenance contractors and any other sub-contractors that use the site. • Some administration assistance and work where required.
<p>2. Customer Experience</p>	<ul style="list-style-type: none"> • Ensure presentation of the site facilities and grounds meets the high expectations of the visitors and organization, keeping visitor presentation and aesthetics in mind at all times. • Communicate warmly and effectively with all visitors and guests coming onto the site to ensure all of their needs are met. • Comply with all WHS standards in regards to maintenance and or cleaning duties, making sure guest safety is paramount to all day to day duties. • Ensures customer service expectations are met and any concerns or requests are carried out in a timely manner. • Will prepare areas for certain specific bookings; weddings, conferences parties etc. • Distributes items as per guests needs to include but not limited by; fire drums, linen (removal and placement) BBQ's, wedding assets.
<p>3. Ground and Building Maintenance</p>	<ul style="list-style-type: none"> • Complete regular checks and reports on before during and after guests have used or about to use facilities to include; cleanliness, items that require repair, WHS issues or hazards and overall aesthetics. • Carry out some cleaning duties as required to include (but not limited to); vacuuming, window cleaning, toilet and shower spot cleans, walls and floor cleaning, washing and cleaning soft furnishings and disinfecting. • Carry out repairs and maintenance jobs as required, that are within the employees skill set. • Complete mowing and pruning on grounds, as required, follow through leaf blowing schedule and contribute to weed control systems and schedules. • Report on asset and grounds maintenance and identify problems or jobs that require contractor assistance, utilising Woodhouse's job reporting tool and works request system. • Work with volunteers to carry out gardening and outdoor maintenance needs. • Monitor safe and efficient operation of power, lighting, water and sewerage disposal on property and implements cost saving measures where suitable. • Check major assets for any faults or issues and reports as such and carry out safe and appropriate vermin control.

	<ul style="list-style-type: none"> • Ensure access to site is monitored and open/closed to those who require it. • Carry out checks and stock takes as required on all assets.
4. Additional WHS	<ul style="list-style-type: none"> • Ensure that all facilities, equipment and activities onsite meet the relevant regulatory requirements. • Respond to any incidents and injuries as appropriate and records them via Incident management and Scouts SA report line as required • Monitor and report on fire conditions, risks and hazards and actively participates in Woodhouse fire response if required. • Operate at all times with WHS policy, procedures and risks in mind at all times. • Oversee the safety and security of visitors on site. • Utilise and understand the safe operation of site machinery and follows all relevant SOP's and safety standards. • Respond to first aid incidents as required.
Key Authorities (a summary of delegated authorities needed to effectively fulfil the role accountabilities)	
People	<ul style="list-style-type: none"> • Authority for cross functional relationships
Financial	<ul style="list-style-type: none"> • As per budget approval for Maintenance and Service Officer position
Technology, systems and processes	<ul style="list-style-type: none"> • Skytrust
Qualifications (indicate essential or desired)	
<ul style="list-style-type: none"> • Trade qualification (desirable) • Current SA drivers license. • The applicant's successful application for the role will be subject to a satisfactory police check return in accordance with the Scouts SA Child Protection Policy. • Relevant accreditation and training courses completed: Chainsaw Operation and Maintenance, HLTAID003 Provide First Aid. 	
Knowledge (factual or procedural information needed to perform in the role)	
<ul style="list-style-type: none"> • In-depth understanding of grounds and vegetation maintenance. • Basic knowledge of machinery maintenance. • Understanding of WHS expectations associated with large scale site management and visitor management. 	
Skills and Abilities (individual's capabilities, include level of proficiency)	
<ul style="list-style-type: none"> • The physical ability to use heavy equipment. • Practical and fine motor skills • Organisational skills and the ability to multi-task • The ability to work as part of a team and on your own initiative. 	
Experience (The minimum amount of experience required to perform in the role)	
<ul style="list-style-type: none"> • The successful applicant will preferably have a maintenance, trade or horticultural background and have some large site management experience • Previous experiences with volunteer workforces 	
Additional Requirements	
<ul style="list-style-type: none"> • Some intrastate travel may be required • Perform other duties as requested by the Operations and Activities Manager that are consistent with the responsibilities of the position and within the individual's level of capability and expertise, where generally consistent with this position and within current level of competence. 	

