Role Description
Maintenance Officer

Cluster	Education
Agency	Department of Education
Division/Branch/Unit	School Operations and Performance
Classification/Grade/Band	General Staff
ANZSCO Code	899311
PCAT Code	1119192
Date of Approval	12 April 2017
Agency Website	www.dec.nsw.gov.au

Agency overview

The NSW Department of Education provides, funds and regulates education services for NSW students from early childhood to secondary school, delivering world-class education through its public schools and providing funding support to non-government schools. We employ, develop and support teachers, leaders and other staff to deliver the best outcomes for students and to advance the wellbeing of Aboriginal people.

Primary purpose of the role

Supports the ongoing maintenance of the school's infrastructure and assets, including general maintenance tasks.

Key accountabilities

- Implementation and execution of regular preventative maintenance program for a schools steam boiler system, swimming pool operation and sewage treatment plant
- Undertake repairs and preventative maintenance to buildings and equipment, except where services of a qualified tradesman are considered to be warranted, including cyclic inspection of all school power points, light switches and fittings throughout the school complex
- Maintaining accurate records of maintenance operations
- Preparation of "Purchase Request Forms" in accordance with the departmental processes and charged to the hostel and building maintenance budgets
- Undertaking other duties as directed

Key challenges

- Responding in a timely manner to competing maintenance priorities
- Managing workload and assisting with the various school faculties as required

Key relationships

Who	Why
Internal	
School Principal or appointment delegate	• Provide regular status updates • Escalate issues, provide and update instructions • Receive guidance • Receive ongoing performance feedback, coaching and development
Teachers	• Direct and collaborate with external maintenance contractors in providing maintenance of school
Other staff	• Liaise regarding maintenance and general repair work
External	
External Maintenance Contractors	• Provide advice and collaborate with external maintenance contractors in providing maintenance of school

Role dimensions

Decision making

Responsible for the quality and integrity of information as directed by their supervisor. Refers matters that require a wider range of knowledge of expertise to supervisor or principal. Exercises good judgement at all times.

Reporting line

This role reports to the School Principal or an appointed delegate of the School Principal

Direct reports

Nil

Budget/Expenditure

As per the departmental financial delegations

Essential requirements

- Current and valid New South Wales driver's license
- Valid Working With Children Check clearance

Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at www.psc.nsw.gov.au/capabilityframework

Capability summary

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

NSW Public Sector Capability Framework		
Capability Group	**Capability Name**	**Level**
	Display Resilience and Courage	Foundational
	Act with Integrity	Foundational
	Manage Self	**Foundational**
	Value Diversity	Foundational
	Communicate Effectively	Foundational
	Commit to Customer Service	**Foundational**
	Work Collaboratively	Foundational
	Influence and Negotiate	Foundational
	Deliver Results	Foundational
	Plan and Prioritise	Foundational
	Think and Solve Problems	**Foundational**
	Demonstrate Accountability	Foundational
	Finance	Foundational
	Technology	Foundational
	Procurement and Contract Management	Foundational
	Project Management	**Foundational**

Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
Personal Attributes Manage Self	Foundational	• Be willing to develop and apply new skills • Show commitment to completing work activities effectively • Look for opportunities to learn from the feedback of others
Relationships Commit to Customer Service	Foundational	• Understand the importance of customer service • Help customers understand the services that are available • Take responsibility for delivering services which meet customer requirements • Keep customers informed of progress and seek feedback to ensure their needs are met • Show respect, courtesy and fairness when interacting with customers
Results Think and Solve Problems	Foundational	• Find and check information needed to complete own work tasks • Identify and inform supervisor of issues that may impact on completion of tasks

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
		• Escalate more complex issues and problems when these are identified • Share ideas about ways to improve work tasks and solve problems • Suggest improvements to work tasks for the team
Business Enablers Project Management	Foundational	• Plan and deliver tasks in line with agreed schedules • Check progress against schedules, and seek help to overcome barriers • Participate in planning and provide feedback about improvements to schedules