

## Position Description

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<b>Position Title:</b>	<b>Maintenance Coordinator</b>
<b>Team:</b>	Property Team
<b>Employment Status:</b>	Full-time, ongoing
<b>Reporting to:</b>	Maintenance Delivery Lead

### About Unison

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Unison is a for-purpose organisation that works to reduce disadvantage and social exclusion for over 3,500 people who need social or affordable housing, or who are homeless or at risk of homelessness each year. We believe that housing is the foundation on which to build a life of value but that a good life takes more than just housing - it takes place in a community. We're also committed to building a thriving community internally for the people that work with us. We're proud to offer contemporary people programs and benefits in line with our values, and we're certified as a Great Place to Work.

### Position overview

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Unison's property maintenance team is responsible for delivering planned and responsive maintenance across the Unison portfolio. The team plays a vital role in ensuring our properties are safe and well-maintained, delivering sustainable long-term asset performance for residents and communities. You will find Unison's property team staff in all of Unison's site offices across Melbourne's suburbs, Geelong and Werribee.

The Maintenance Coordinator is a primarily desk-based role focused on controlling the efficient management of maintenance activities using digital systems, to deliver value-for-money maintenance solutions that meet performance metrics.

### Position responsibilities

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- Coordinate planned and reactive maintenance works using scheduling and work order software.
- Liaise with internal teams and external contractors to ensure timely and cost-effective service delivery.
- Monitor maintenance requests and ensure tasks are prioritised and tracked to completion.
- Drive efficiency by identifying opportunities for improved workflows and new ways of working.
- Maintain accurate records of work orders, contractor performance, and compliance documentation.
- Support reporting on maintenance performance metrics and KPIs.

- Ensure works are delivered within agreed budgets.
- Assist with reporting, contractor reviews, and system updates as required.
- Be flexible and undertake any other duties as reasonably directed.
- Promote and model Unison’s values and Code of Conduct in all interactions with colleagues, renters, clients and the broader community.

## **Key selection criteria**

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- Experience with contractor management or similar is preferred.
- Strong organisational and time management skills.
- Ability to follow direction and take initiative in delivering outcomes.
- Excellent communication and interpersonal skills – a collaborative team player.
- Comfortable working in a fast-paced, desk-based role using digital tools and systems.
- Detail-oriented with a focus on continuous improvement and efficiency.
- Strong professional written and verbal communication skills, with an ability to influence and engage with people at different levels of an organization.
- Ability to show initiative and work autonomously, with a high level of enthusiasm, resilience and positivity.

## **Safety and wellbeing**

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Staff may be required to interact with Unison’s renters and members of the public across Unison’s locations in emotionally heightened situations, and therefore need to represent Unison professionally and calmly, and apply safe work practices outlined in Unison’s safety and wellbeing policies and procedures.

Smoking, vaping, e-cigarettes, alcohol or illicit drugs are not permitted to be consumed on any of Unison’s premises by staff.

## **Employment conditions**

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All staff must be able to perform their duties in varying conditions and locations across Unison’s sites.

Unison is committed to protecting children and vulnerable people who have contact with our service. It’s an inherent requirement of employment for all staff to have a current Working With Children Check and relevant, clear Police Check.

## **Equal employment opportunity**

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Unison is committed to creating a safe, inclusive and supportive workplace that reflects the community we serve. People who may be Aboriginal and/or Torres Strait Islander, are culturally, linguistically, LGBTIQ+, age, gender or ability diverse, or have a disability, are encouraged to apply for positions at Unison as part of our Reconciliation Action Plan and Diversity and Inclusion Strategy.