



Thank you

For your interest in the fixed term, part time position of Site Operations & Maintenance Co-Ordinator – Common Ground Dickson with CHC. This selection pack will provide you with all the information you will need to complete your application by the **5 August 2026** deadline.

Our Vision

Our vision is “safe and secure homes in strong communities” **and our mission is to** “provide affordable homes, principally for rent, to individuals and families.”

About the role

The Site Operations & Maintenance Co-Ordinator is a practical, resident-facing role responsible for keeping Common Ground Dickson safe, well-maintained, functional and welcoming for residents and visitors.

The role combines hands-on maintenance and site presentation activities with contractor coordination, compliance monitoring, operational support and administrative functions. This includes undertaking minor maintenance, painting, gardening and tenancy turnaround works, coordinating contractors and identifying and escalating safety or asset related risks to support the effective operation of the site.

Working closely with the Asset Manager, CHC teams and on-site partners, the position supports the delivery of maintenance, compliance and operational activities, maintains accurate maintenance and asset records and helps ensure issues are identified and addressed in a timely manner.

The successful candidate will bring practical judgement, strong communication and respectful engagement in a supportive housing environment

CHC Offering

As a Site Operations & Maintenance Co-Ordinator (CHC 3), you will be covered by the CHC Enterprise Agreement 2025 – 2029 and entitled to a salary commencing at \$51,595.00 pa (\$85,992.00 pa pro-rated), plus 12% Superannuation per annum.

CHC offers a people-focused, family-friendly workplace dedicated to social awareness and responsibility. Ongoing training where individuals are encouraged to better themselves, their workplace and their community. The following benefits are available to all CHC employees:

- Free parking
- Not-for Profit Salary Packaging available providing a reduction in tax payable.
- Health & Wellbeing Program.
- Access to continuing professional development.

Please note: *All positions within CHC are subject to probity checks that could include a Police Records Check and/or a Working with Vulnerable People and Working with Children check.*

It is also a requirement that all CHC staff hold a current unrestricted Driver's licence.

 02 6248 7716

 Unit 224/29 Braybrooke Street, Bruce ACT 2617

 chcaustralia.com.au



How to apply

If you think this is the opportunity for you, please submit your application by completing the application cover sheet found in this pack, providing a statement of claims not exceeding 1000 words and a copy of your resume. The information you provide will assist us to determine whether your skills, knowledge and experience are the right fit for the position, so be accurate, succinct and show a clear connection with the requirements for this role.

Completed applications should be forwarded to careers@chcaustralia.com.au. If you have any questions regarding the selection process, please contact Fiona Dearden on 02 6183 4383 or via email at fiona@chcaustralia.com.au. Further information regarding the specifics of the role can be obtained by contacting **Kelsey Hindle, Assets Manager** on 02 6248 7716 or via email at kelsey@chcaustralia.com.au.

Applications Close: 5 pm Wednesday, 5 August 2026

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Application Cover Sheet

Position Applied for: Site Operations & Maintenance Co-Ordinator – Common Ground Dickson Part time – 3 days per week		
Classification: CHC 3		Salary: \$51,595.00 pa (\$85,992.00 pa pro-rated), + Superannuation
Applicant Details:		
Given name:		Family name:
Street address:		
Postal address:		
Home Ph:	Work Ph:	Mobile Ph:
E-mail:		
Do you have a disability that may require reasonable adjustments to our process should you be successful in progressing to interview?		☐ No ☐ Yes
Are you an Australian citizen or have the status of permanent resident in Australia?		☐ Yes ☐ No
Referee 1: Name: Title: Relationship to Applicant: Contact Details: Mobile: Work: Email: Length of Working Relationship:		Referee 2: Name: Title: Relationship to Applicant: Contact Details: Mobile: Work: Email: Length of Working Relationship:
Where did you hear about the role? (SEEK, Jora, word of mouth, CHC website)		

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Position Description

Role Details			
Position title	Site Operations & Maintenance Co-Ordinator – Common Ground Dickson	Team	Assets & Infrastructure
Reports to	Asset Manager	Direct reports	Nil
Employment status	Part-Time – 3 days per week	Hours of work	22.5 hours per week
Location	Canberra, ACT	Position type	Fixed Term – August 2027
Date reviewed	17th July 2026		

About CHC Australia

CHC Australia is a Canberra-based, Tier 1 registered community housing provider dedicated to enabling more people to live in safe, quality and affordable homes. Operating for more than 25 years, CHC delivers social and affordable housing, tenancy and property management, client services, community development and affordable home ownership opportunities for low to moderate income households across the Canberra region.

CHC Australia's Values

CHC Australia's values guide how employees work with tenants, colleagues, partners and stakeholders:

- **Customer-centric:** We place customers at the center of our work and focus on delivering value and positive outcomes.
- **Authentic:** We act respectfully, honestly and genuinely in our interactions and decisions.
- **Collaborative:** We build effective relationships and partnerships to achieve shared outcomes.
- **Innovative:** We apply fresh thinking and practical solutions to improve the way we work.
- **Continuous improvement:** We look for opportunities to learn, improve and strengthen outcomes for customers and communities.

Safety Culture

- Comply with all work health and safety policies, procedures, and instructions
- Take reasonable care for your own health and safety and that of others
- Report on hazards, incidents, injuries, and unsafe conditions promptly
- Contribute to maintaining safe workplaces, properties, and community settings



Role Overview

The Site Operations & Maintenance Co-Ordinator is a practical, resident-facing role responsible for keeping Common Ground Dickson safe, well-maintained, functional and welcoming for residents and visitors.

The role combines hands-on maintenance and site presentation activities with contractor coordination, compliance monitoring, operational support and administrative functions. This includes undertaking minor maintenance, painting, gardening and tenancy turnaround works, coordinating contractors and identifying and escalating safety or asset related risks to support the effective operation of the site.

Working closely with the Asset Manager, CHC teams and on-site partners, the position supports the delivery of maintenance, compliance and operational activities, maintains accurate maintenance and asset records and helps ensure issues are identified and addressed in a timely manner.

The successful candidate will bring practical judgement, strong communication and respectful engagement in a supportive housing environment.

Key Duties

Key responsibilities include:

Site operations, maintenance and presentation

- Maintain a regular on-site presence during agreed hours to proactively support site presentation, safety and functionality.
- Complete minor maintenance and handyperson tasks, including basic repairs, patching, painting and minor fitting replacements within capability.
- Maintain gardens, external areas and shared spaces so the site remains clean, tidy and welcoming.
- Inspect common, external, service and residential areas to identify maintenance, safety, security or presentation issues.
- Report defects, hazards, asset risks, damage, misuse or deterioration promptly.

Tenancy turnaround support

- Support tenancy turnaround works, including minor repairs, painting, cleaning coordination, waste removal, access and dwelling presentation for re-letting.
- Assess vacant dwellings and escalate larger maintenance, compliance or contractor requirements to the Asset Manager.
- Coordinate with CHC staff and contractors to complete turnaround work safely, efficiently and to standard.

Contractor coordination

- Coordinate contractor attendance, access, induction, work areas and communication with relevant CHC staff.
- Monitor contractor works and escalates concerns about safety, conduct, quality, timing or incomplete work.
- Support contractor performance monitoring, maintenance planning and follow-up of outstanding work.



- Build professional working relationships with contractors, CHC staff and relevant stakeholders.

WHS, compliance and risk

- Monitor site conditions and report WHS hazards, incidents, near misses and unsafe conditions.
- Assist with compliance-related site activities, inspections and contractor attendance as directed.
- Support safe access, egress, storage, waste areas, common areas and work zones.
- Escalate safety, security, environmental, behavioural or building-related risks through CHC channels.

Systems, administration and reporting

- Record works, update maintenance information and track site issues using CHC systems and relevant software.
- Maintain accurate records of inspections, maintenance activities, contractor attendance, defects and completed works.
- Contribute to reports, site updates, maintenance summaries, contractor performance records and asset information.
- Use Microsoft Outlook, Word and Excel to support communication, record keeping and reporting.
- Undertake other duties consistent with the role

Experience and Qualifications

1. Experience in maintenance, facilities, building operations, property services, caretaker, grounds, handyperson or similar site-based work.
2. Practical capability to complete minor maintenance, basic repairs, painting, gardening and site presentation tasks safely and to standard.
3. Ability to coordinate trades, contractors and maintenance activities in residential, community housing, accommodation or facilities setting.
4. Sound understanding of WHS responsibilities, hazard identification and risk reporting in a site-based environment.
5. Experience supporting tenancy turnaround, make-good, vacate, re-letting or similar preparation works is highly regarded.
6. Confidence in using Microsoft applications and electronic systems for communication, reporting and record keeping.
7. Ability to quickly learn property, facilities, maintenance or asset management software.
8. Strong communication skills and the ability to engage respectfully with residents, staff, contractors and stakeholders.
9. Ability to work independently, prioritise competing demands and follow through on allocated tasks.
10. Awareness of safe, respectful practice in a social or supportive housing environment.
11. Current driver's licence
12. Relevant trade, maintenance, building services, facilities management or property qualification is desirable but not essential.



Organisational Capabilities

Capability	Description
Working Relationships	Work effectively in a small team and show awareness and empathy for people accessing social and affordable housing, including vulnerable clients from diverse backgrounds.
Communication	Communicate clearly and professionally with tenants, stakeholders and CHC staff, including during difficult conversations.
Organisational Skills	Manage time, priorities and deadlines effectively while producing accurate, quality work.
Values and Behaviours	Perform duties consistently with CHC's Code of Conduct, values and expected behaviours.

The Position Description does not intend to capture all of an individual's responsibilities but rather to outline the key areas of responsibility.