**Job Description Form**

**General Trades Technical Advisor**

**Position Details**

**Position Number:** Generic

**Classification:** Level 5

**Award/Agreement:** Public Sector Award and Agreement

**Organisational Unit:** Housing Policy and Development / Housing Delivery and Asset Maintenance / Statewide Asset & Maintenance Services

**Location:** Perth Metropolitan Area

**Classification Date:** November 2014

**Effective Date:** October 2025

**Reporting Relationships**

**This position reports to:**

Manager Assurance - Maintenance, 015842, Level 7

**Positions under Direct Supervision:**

This position has no subordinates.

**Role Statement**

This position will be responsible to ensure maintenance contractor compliance with all standards, regulations, contract specifications, supplier and manufacturers specifications and by-laws to ensure property inspections and quality assurance processes are adhered to.

The occupant of the position will have the ability to undertake quality assurance inspections and audits on maintenance activities in consultation with the Contract Managers. There is a requirement to provide technical advice and mentoring on complex maintenance issues.

**Position Duties and Responsibilities**

**1. Technical Advice / Training**

1.1 Liaises with and provides regional offices, internal stakeholders, contractors and suppliers with technical advice, mentoring and support on complex maintenance items.

1.2 Liaises with Department stakeholders, Contract Managers, contractors and suppliers on matters affecting policies, procedures and practices regarding the maintenance of the rental housing stock.

1.3 Provides training and mentoring on technical issues.

1.4 Provides supervision of works being undertaken.

**2. Maintenance Projects for General Trades**

2.1 Coordinates and manages technical issues for ad-hoc general trades works.

2.2 Assesses and investigates alternate products to be used within the marketplace.

2.3 Assists and coordinates specific projects within the Maintenance Directorate that require high level general trade technical advice and oversight.

2.4 Undertakes the analysis and identify gaps within maintenance processes and contributes to the ongoing business improvement framework.

**3. Compliance and Assurance**

3.1 Undertakes audit and quality assurance assessments in accordance with contract business rules.

3.2 Anticipates and assesses risks and opportunities and provides advice on change and innovation to enhance the delivery of services through business improvement.

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**4. Communication and Liaison**

4.1 Assists with the preparation of responses to Parliamentary, Commissioner for Parliamentary Investigation and Equal Opportunity and other enquiries relating to housing maintenance issues.

4.2 Consults and conducts workshops regularly with internal and external stakeholders to establish best practice in maintenance.

4.3 Ensures compliance with the customer service charter within the Maintenance Directorate.

4.4 Attends meetings, seminars and conferences as required in order to remain abreast of industry standards and initiatives.

4.5 Undertake analysis and identify gaps with housing maintenance processes and contribute to the ongoing business improvements framework.

**5. Other**

5.1 Travels intrastate, inclusive of remote communities, when required.

5.2 Applies and promotes the principles of equity, diversity, work health and safety and health in the workplace and behaves and manages staff in accordance with relevant standards, values and policies.

**Corporate Responsibilities**

1. Exhibits accountability, professional integrity and respect consistent with the Department’s Values, the Code of Conduct, and the public sector Code of Ethics.

2. Actively participates in the Department’s performance development process and pursues professional development opportunities.

3 Participates in emergency or critical event response management duties as required.

4. Undertakes other duties as required.

**Work Health and Safety Responsibilities**

**All Employees (and Volunteers / Trainees / Contractors)**

1. Take reasonable care for your own health, safety and wellbeing at work, and that of others who may be affected by your actions or omissions; and comply and cooperate with safety and health policies, procedures and applicable legislated requirements.

**Supervisors (if applicable)**

2. In addition to the Employees WHS responsibility, ensure as far as practicable, the health, safety and wellbeing of staff under your supervision through the provision of a safe workplace in accordance with health and safety legislation.

**Essential Work-Related Requirements (Selection Criteria)**

1. Substantial experience in the residential building industry, with relevant years working in a maintenance specific role on a broad range of residential housing stock, including having a contractor license and/or relevant experience in supervising or reviewing licensed work.

2. Possession of sound knowledge and experience in an effective maintenance regime for residential housing, across a diverse portfolio, including contemporary and relevant legislation, standards and best practice in building maintenance.

3. Ability to understand, interpret and implement policies and procedures in accordance with standards and building regulations.

4. Demonstrated successful negotiation and conflict resolution skills in a complex building and or residential housing maintenance environment involving multiple stakeholders.

5. Demonstrated written and verbal communication skills, with an emphasis on project documentation, scoping, analysis and reporting, with ability to manage and deliver on competing workload priorities and deadlines with limited supervision.

6. Demonstrated experience in delivering successful presentations to audiences in a formal and/or informal environment, including successfully training and mentoring individuals and small groups in technical and procedural issues associated with residential housing maintenance.

**Essential Eligibility Requirements / Special Appointment Requirements**

1. Appointment is subject to a satisfactory Criminal Record Check conducted by the Department.

2. Available to attend offsite meetings outside of normal working hours.

3. Ability to travel to regional or remote locations, including by light aircraft, and to stay overnight or for short periods.

4. Possession of a current Western Australian 'C' or 'C-A' Class Driver’s Licence or equivalent, and the ability to travel in response to organisational needs. This requirement continues for the duration of employment in this position and from time-to-time production of the licence may be required upon request by the Department.