



POSITION DESCRIPTION

Directorate: Infrastructure Canberra (iCBR)

Position Number: P26417

Division: Delivery – Places and Spaces

Classification: General Service Officer 8 (GSO8)

Business Unit: Property Service Operations

Location: Fyshwick and Hybrid

Position Title: Maintenance Supervisor (Field)

Security Clearance Required: No

Last Reviewed: June 2026

The Australian Capital Territory Public Service (ACTPS) is a values based organisation where all employees are expected to embody the prescribed core values of respect, integrity, collaboration and innovation, as well demonstrate the related signature behaviours.

AGENCY OVERVIEW

Infrastructure Canberra (iCBR) was established to lead the procurement and delivery of the ACT Government's infrastructure program. Its vision is to deliver the infrastructure for our community which helps make Canberra one of the world's most liveable cities.

iCBR has three main components:

1. Procuring and delivering infrastructure projects designated by the ACT Government as 'major projects.' Typically, those designated projects will have significant complexity and scale;
2. Delivering other whole-of-government infrastructure projects in partnership with other Directorates; and
3. Provides expert property management and maintenance services to the ACT Government and the community through Delivery Places and spaces.

Led by the Chief Projects Officer, Infrastructure Canberra reports to the Head of Service and is accountable directly to the Treasurer and the relevant project Ministers.

Other functions of Infrastructure Canberra include contractor pre-qualification, project management and reporting and superintendency of works and WHS Active Certification.

DIVISION OVERVIEW

Delivery – Places and Spaces is responsible for the management of ACT Government's property portfolio and supporting insourcing of identified and secure workforces that support ACT Government to deliver on its objectives.

BRANCH OVERVIEW

What we do

Delivery - Places and Spaces Branch is a business unit responsible for delivering property management services on behalf of the ACT Government.

Delivery - Places and spaces is going through an exciting business improvement program to deliver on client focussed property services undertaken by a professional qualified multi-skilled team using the latest technologies to deliver results.

Our clients are ACT Government business units, not for profit and commercial service providers and the wider ACT community.

Our focus is on delivering cost effective, timely and quality property management services.

Those services include strategic asset management, strategic accommodation and planning and managing existing government and non-government tenancies. In addition, Delivery – Places and Spaces also provide property upgrades and maintenance services (reactive and planned) to all ACT Government Directorates and Agencies.

Who we are

We are a diverse, innovative and professional team of people who come from a wide variety of backgrounds. We welcome people with experience from the community, public and private sectors and believe the more diverse our knowledge base is, the better our results will be.

Our team includes staff with professional trades, customer service and real estate, building management, procurement and project management, administrative and management backgrounds. Our organisation exists to provide a high quality centralised property management service in the ACT Government.

We value people with innovative and creative ideas, who communicate with candour and respect, and who have the motivation to drive service from conception through to delivery. We are curious about each other's work and always ask "who else needs to know?"

What we offer

- Interesting and fulfilling work in a unique government environment where you can see the impact you have on the Government and Canberra community.
- The opportunity to work with passionate, innovative and experienced team with support for you to excel in the organisation and your role.
- A flexible workplace with modern fit out enabling activity-based work.
- The opportunity to develop and grow in a government property focussed organisation.

THE TEAM YOU WILL WORK IN

The Property Services Operations Team ensures properties managed by Delivery - Places and Spaces and maintained on behalf of Directorates are repaired, inspected, maintained and upgraded by qualified and experienced staff and contractors. The team:

- provides expert advice and guidance on building related issues including compliance, Repairs & Maintenance and upgrades;
- provides the main intake and reception service for the organisation managing customer enquiries as well as allocation and management of tasks, repairs and maintenance requests requiring action;
- manages inspections, maintenance and repairs to ensure that buildings are fit for purpose, issues are identified and fixed;
- ensures that buildings are fit for purpose and any compliance issues are identified and rectified;
- manages planned upgrade works working closely with qualified building contractors to maintain and update properties.

Delivery – Places and Spaces has a team of qualified and experienced trades team that works closely with qualified contractors to undertake this work. The team ensures that trades are procured or allocated and that work performed is up to an acceptable standard. Delivery – Places and Spaces supports the development of people into the industry through sponsoring apprentices.

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This role works with the managers the Maintenance team. The team provides a range of general maintenance services to ACT Government owned and managed properties, installs and removes flags and banners and maintenance for non-building assets like landscaping, fountains and memorials when required. This role has dual responsibilities, providing services in the field and also managing and overseeing the work of the team.

WHAT YOU WILL DO

Under general direction, undertake work required for the delivering the team's responsibilities and tasks which may include:

1. Day to day management of the maintenance team to deliver planned and reactive maintenance and minor works on ACT Government owned and leased properties in an efficient and cost effective way.
2. Provide leadership and direction to the team to ensure that the work program is scheduled efficiently, required productivity is achieved and that the trades team is delivering an efficient and high quality service.
3. Ensure that the team meets its business, HR, service delivery and administrative requirements. This includes providing induction and coaching to the team where it is required.

4. Utilise relevant computer programs including databases and property management programs to deliver high quality outcomes.
5. Undertake other duties appropriate to this level of classification which contribute to the operation of the section and organisation.
6. Understand and work within the ACTPS Code of Conduct and ACTPS values of respect, integrity, collaboration and innovation, and model behaviour consistent with the ACTPS Respect Equity and Diversity framework.
7. This position involves direct supervision of staff.

WHAT YOU REQUIRE

The following capabilities form the criteria that are required to perform the duties and responsibilities of the position.

Professional / Technical Skills and Knowledge

1. Demonstrated significant experience, skills and knowledge within the general property maintenance fields.
2. Demonstrated ability to plan and prioritise own and others' workloads, respond to work allocations, provide timely service and provide job information in a timely manner.
3. Sound communication (written and oral) skills including the ability to represent the business well, and liaise and negotiate with colleagues, customers and clients.
4. Proven ability to work with others to lead and model an innovative and positive team culture.

Behavioural Capabilities

- Promote a safe working environment in line with your responsibilities under CMTEDD PeopleSafety and WHS legislation. Provide adequate resources to control WHS risks and respond to identified safety issues. Ensure continual safety improvement is occurring through regular verification programs.
- Implement the quality policy and procedures as part of the roles and responsibilities of the position. Recognise and advocate ACTPG's philosophy of continuous improvement, quality service delivery and being accountable for your own output.
- Represent the interests of ACT Property Group as a whole and engage with other business units to deliver a unified service to the ACT Government and the customers.
- Behave with integrity, honesty and transparency in performing your duties, managing and using government resources, dealing with contractors and providers, and working with clients and customers.

Compliance Requirements / Qualifications

This position requires:

- Hold or have the capacity to obtain White Card and Asbestos Awareness
- a current driver's licence (car)

Qualification/s in the following are highly desirable MR licence, experience in landscaping or gardening maintenance, Certificate/Tickets in Traffic Control, Working at Heights, Working in Confined Space, or the ability to obtain these are desirable

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Maintenance Supervisor (Field) (position number P26417) and indicates how frequently each of these requirements would be performed. Please note that ACTPS is committed to providing reasonable adjustment and ensuring all individuals have equal opportunities in the workplace.

ADMINISTRATIVE	FREQUENCY
Telephone use	Occasionally
General computer use	Occasionally
Extensive keying/data entry	Never
Graphical/analytical based	Never
Sitting at a desk	Never
Standing for long periods	Frequently
Designated workstation <i>This position is in an activity based work environment</i>	Never

STANDARD HOURS	FREQUENCY
Flexible working hours (access to flex time)	Never
Fixed or specified start/finish times	Frequently
Access to Accrued Days Off (ADO's)	Frequently
Peaks and troughs	Frequently
Frequent overtime	Occasionally
Rostered shift work	Occasionally

SOCIAL DEMANDS	FREQUENCY
Work with others towards shared goals in a team environment	Frequently
Work in isolation from other staff (remote supervision)	Frequently
Working in a call centre environment	Never
Working directly with the public	Occasionally

PHYSICAL DEMANDS	FREQUENCY
Distance walking (large buildings or inter-building transit)	Frequently
Working outdoors	Frequently

MANUAL HANDLING	FREQUENCY
Lifting 0 – 5kg	Frequently
Lifting 5 – 10kg	Frequently
Lifting 10kg+	Frequently
Climbing	Frequently
Reaching	Frequently
Bending/squatting	Frequently
Push/pull	Frequently
Sequential repetitive movements in a short amount of time	Occasionally

TRAVEL	FREQUENCY
Frequent travel – multiple work sites	Frequently
Frequent travel – driving	Frequently
Frequent travel – interstate	Never

SPECIFIC HAZARDS	FREQUENCY
Working at heights	Frequently
Exposure to extreme temperatures	Frequently
Operation of heavy machinery e.g. forklift	Occasionally
Confined spaces	Occasionally
Excessive noise	Occasionally
Low lighting	Occasionally
Handling of dangerous goods/equipment	Occasionally
Working with asbestos	Occasionally
Potential to encounter agitated customers	Occasionally
Exposure to potentially distressing case material	Never

OTHER	FREQUENCY
Uniform required	Frequently
Personal Protective Equipment (PPE) required High visibility uniform and Steel Capped Boots to be worn at all times; Additional protective equipment and clothing, protective hardhat and glasses, harness and other equipment to be used where required when attending a construction area or operating in other high risk environments.	Frequently