

FOOTBALL NSW

Position Description



Football NSW have a unique opportunity for a live-in Maintenance Manager

The position of Live-in Maintenance Manager is to maintain the venue and facilities of Valentine's Sports Park. The Maintenance Manager will be the point of contact for hirers of Valentine Sports Park (VSP). The role will assist in the delivery of game and event day operations across the four key areas of accommodation, fields, indoor futsal court and function locations within VSP.

Supervision over VSP is a primary responsibility as we are open nights and weekends. A trade qualification would be highly desirable.

KEY ACCOUNTABILITIES

- Provide customer service and venue liaison for all hirers of VSP
- Management of accommodation bookings, including meeting and greeting accommodation guests
- Open and close venue and facilities for venue hirers, and undertake lock up and random night patrols of the venue
- Undertake general maintenance and repairs and assist grounds maintenance staff as required, such as but not limited to general plumbing repairs, replacing light globes, fixing fences, maintaining service delivery equipment such as goals, signage, cleaning stormwater drains, cleaning gutters.
- Empty bins and general facility housekeeping such as but not limited to picking up litter, washing down surfaces, cleaning windows, scrubbing futsal court.
- Assist housekeeping staff as required with cleaning of motel and lecture rooms, offices and all complex amenities
- Prepare / setup event overlay for hired facilities such as but not limited to tables, chairs, goal posts, corner flags, operate lights, PA systems, audio visual equipment, scoreboards as required
- Complete reporting including but not limited to incident, damage and first aid
- Perform as required some administrative tasks and cash handling
- Assist with the maintenance of facilities by reporting defects and organising and meeting with contractors as required
- Develop and implement procedures relating to administration, service and operational delivery
- Site security
- Provide a physical presence in order to deter disturbance
- Monitor curfews

- Monitor site for security breaches (including fire hazards, lights left on and faulty lights)
- Perform site lock up and unlock as required
- Inspect site for damage, theft or vandalism
- Respond to noise complaints
- Respond to guest queries
- Respond and investigate alarms (when safe to do so)
- Respond and intervene to anti-social behaviour/ disturbances that occur onsite
- Assist with afterhours check-ins (if required)

ESSENTIAL SKILLS AND EXPERIENCE

- Demonstrated customer service experience
- Demonstrated trade experience
- Demonstrated security experience
- Working at heights
- Ability to be culturally aware
- Work within a team environment
- Demonstrated ability to work autonomously and meet deadlines within a fast-paced environment
- Excellent interpersonal skills, including oral and written communication, liaison, negotiation, conflict resolution and active listening
- Competent in the use of technology
- Current Senior First Aid Certificate including the competent use of a defibrillator (not essential)
- Fit, healthy and capable of manual labour

KEY PERFORMANCE INDICATORS

- Ensure customer needs are met as required
- Ensure venue is maintained to a high standard

OTHER REQUIREMENTS

- Flexible work hours may be required from time to time including night and weekend work
- Working with Children Number for paid workers
- Criminal Check
- Medical clearance
- Commitment to FNSW values, behaviors and culture
- Current driver's license

VALUES AND BEHAVIOURS

- Provide strong leadership

- Build trust via integrity, transparency and accountability
- Behave professionally
- Act as a team
- Maintain customer focus
- Be passionate about improving football

WORK HEALTH SAFETY RESPONSIBILITIES

- Comply with health and safety legislation and company policies and procedures, including the WHS System.
- Take reasonable care that their acts or omissions do not adversely affect their health or safety, and/or that of other persons.
- Must report all hazards, incidents and near misses to their managers as soon as practically possible to ensure the health and safety of themselves and that of others in the workplace, including contractors and third parties.

PROFESSIONAL EXPERIENCE/QUALIFICATION:

- Experience in a relevant or similar role

Remuneration

Remuneration package is valued at \$75,000 and includes

- Accommodation in a neat and tidy 1-bedroom apartment which includes a kitchenette, bathroom, power, water, and internet services (\$20,000).
- Salary is 55,000 inclusive of super