

Position description

Position title	Asset Maintenance Officer
Position number	200549
Classification level	C
Group	Property
Reports to	Asset Maintenance Manager
Location	Hybrid role with minimum of 3 days per week at the La Trobe Street Docklands office
Date	January 2024
Tenure	Full time, Permanent

Our organisation

VicTrack owns Victoria's rail transport land, assets and infrastructure. We work to protect and grow the value of the portfolio, to support a thriving transport system and make travel and living better for all Victorians. With much of our asset portfolio dedicated to rail transport – our land, infrastructure, trams, trains and telecommunication networks – our focus is on strategic asset management and supporting the delivery of better transport solutions.

Whether we're planning and managing the use of transport land, upgrading the telecommunication network or partnering on major infrastructure projects, our job is to ensure the state's assets continue to serve Victoria now and well into the future.

Our core functions include:

- delivering telecommunications infrastructure and services that form the backbone of the transport network from signalling, driver communications, public information displays and myki ticketing
- managing land set aside for transport purposes, including the development and sale of land no longer required for transport to optimise its use
- generating income through land sales and commercial leases that is reinvested into the state's transport system
- providing project management, engineering and construction services to deliver a range of government transport projects from Victoria's Big Build to station and car park upgrades
- managing transport facilities and assets, including the open access Dynon Rail Freight Terminal, heritage buildings and environmental preservation.

VicTrack's Telecommunications Network is deemed 'vital critical infrastructure' – being of state significance and therefore critical to the continuity of the supply of essential services to the state, and to the overall economic and social wellbeing of Victorians.

VicTrack is the custodial owner of most of Victoria's tourist and heritage assets and performs the role of Tourist and Heritage Registrar.

Our business groups

Our business is made up of three specialist delivery groups – Property, Telecommunications and Project Delivery – supported by Corporate Services, Strategy & Transformation and the Office of the Chief Executive.

Our vision

As a part of the transport portfolio, we share a common vision as defined in the *Transport Integration Act 2010*:

“To meet the aspirations of Victorians for an integrated and sustainable transport system that contributes to an inclusive, prosperous and environmentally responsible state”.

In realising this vision, we are working towards a transport system that promotes:

- social and economic inclusion
- economic prosperity
- environmental sustainability
- integration of transport and land use
- efficiency, coordination and reliability
- safety, health and wellbeing.

Our mission

To protect and grow our rail transport assets and drive reinvestment to service Victorians now and into the future.

Our values

- Professional – We make decisions with integrity and respect. By behaving professionally and ethically we win the trust of our colleagues, stakeholders and customers.
- Collaborate – We collaborate to get things done efficiently and effectively. We have greater opportunity through leveraging our collective knowledge, building stronger bonds and respecting each other.
- Achieve – We perform our roles with integrity and skill. We hold ourselves accountable for delivering what is needed and own both our successes and mistakes.
- Innovate – We embrace all new ideas that bring about change that adds value. We become more efficient, effective and competitive.

Dimensions

Reporting relationships

The Asset Maintenance Officer reports to the Asset Maintenance Manager

Budget

NA

Other

NA

Purpose of the position

The Asset Maintenance Officer will assist the Infrastructure and Asset Management Team by providing support for the planning and scoping of projects, delivery of the Essential Safety Measures (ESM) Program, and delivery of ongoing maintenance activities associated with the management of VicTrack's assets. The role works closely with the Infrastructure and Property Management teams to deliver property tasks in line with the Corporate Plan for the Property Group.

Key accountabilities/functions

- Provide support and assist the Asset Maintenance Manager with works, inspections and programs relating to facility management and asset maintenance for VicTrack assets.
- Assist the Asset Maintenance Manager in the management of a statewide portfolio of buildings and assets on behalf of the Infrastructure Manager and Property Manager.
- Ensure all VicTrack buildings are effectively managed to provide a safe environment to meet all applicable VicTrack policies and procedures; Australian Standards; and other codes of practice, legislation and laws.
- Conduct site inspections to assess if assets are fit for purpose or to identify hazards and/or defects that require remedy/rectification.
- Ensure compliance for maintenance and project works in relation to standards, specifications, design, construction, and statutory obligations.
- Undertake routine contractor inspections within the program schedule and carry out inspections of completed work and to ensure contractors comply with required quality assured regimes.
- Use a disciplined project management methodology to define scope, develop project plans, execute projects that adhere to guidelines and deliver within cost and schedule constraints.
- Identify and facilitate business opportunities to ensure the growth and continuity of work within the Property Group.
- Ensure the safety of the operating system is not compromised during project undertakings and safety awareness of any workforce is at the forefront of any site activities.
- Potentially undertake on-call duties.
- Assist in the preparation of routine, exception and ad hoc reports concerning VicTrack assets and projects where required.

Customer focus

VicTrack staff practise customer focus by recognising the importance of valuing customers (internal and external) and ensuring that all activities are oriented towards meeting customer needs. We listen to customers about their expectations and focus on delivering solutions that address their needs. Customer focus also includes proactively seeking and acting on feedback to enhance the customer experience.

Safety and environmental responsibilities

Ensure safety and environmental instructions are adhered to and report any inappropriate practices and incidents. Comply with the *Occupational Health and Safety Act*, as it applies to self, tenants and customers, and environmental legislation in regard to preserving the environment.

Rail safety

All staff who may be required to come into contact with rail activity, including design work and the management of other staff, must:

- be responsible for their actions where those actions can in any way affect or compromise railway safety
- be aware of the railway safety requirements associated with their duties and responsibilities
- take whatever action is possible to prevent unsafe conditions and/or incidents
- report any railway safety problems/hazards to the Manager Safety
- safely access the rail corridor.

Individual attributes

Qualifications

- Qualifications in Facilities Management or Project Management (preferred)

Knowledge and experience

- Demonstrated knowledge of and experience with maintenance and contract management
- Demonstrated knowledge of facilities management
- Sound knowledge of asset management principles
- Proven experience managing multiple portfolios
- Demonstrated working knowledge of compliance codes and services
- Working knowledge of OH&S requirements
- Experience with undertaking maintenance and repairs on heritage buildings
- Have a clear understanding of the ESM requirements for assets, and experience in delivering programs and building upgrade works
- Understanding of material requirements, supply procedures and basic estimating principles applicable to maintenance and construction work
- Proven experience with invoicing, budgeting and forecasting
- Proven ability to negotiate successfully
- Demonstrated ability to work with a minimum of supervision and to monitor own work performance
- Ability to communicate and negotiate effectively on issues relating to VicTrack assets with members of the public, clients and other employees

Skills and abilities:

- Hold a current Victorian Drivers Licence
- Strong interpersonal skills and the ability to communicate to senior and executive levels
- Stakeholder management experience and exceptional customer service

- Highly organised individual and self-motivated
- Able to use own initiative and multitask in a high paced environment
- Ability to work both independently and as a member of a team
- A demonstrated commitment to high professional standards, attention to detail and accuracy
- Well-developed written and oral communication, and presentation skills
- Effective time and task management skills
- Effective and proactive use of the Asset Management System
- Computer literacy in asset management, spreadsheet and word processing software packages

Interpersonal and other features

Internal relationships:

VicTrack staff, management and contractors

External relationships:

- Tenants
- Property agents
- Government departments
- Rail operators
- VicRoads
- Local councils
- Utilities authorities
- Telecommunications authorities