

Position Description

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| POSITION | Head of Asset Maintenance | | |
| REPORTS TO | Executive Manager – Park Operations | DIRECT REPORTS | NIL |
| KEY STAKEHOLDERS | <div> Internal: <ul style="list-style-type: none"> All Reflections Holidays Employees Park Managers Regional Managers Operations Coordinator WHS Manager Property Development & Planning Team </div> <div> External: <ul style="list-style-type: none"> Contractors Suppliers Key stakeholders including Local Councils, Fire Services and Community Members </div> | | |
| PURPOSE | Driving compliance and enhancements in the management of our operating assets, the Head of Asset Maintenance is responsible for ensuring effective and appropriate utilisation of resources to ensure Reflections Holidays accommodation sites have fully functional and well maintained, building, plant and equipment, and infrastructure to align with industry best practice and legislative compliance. | | |
| BUSINESS DRIVERS | <p>The key inputs and activities of a Head of Asset Maintenance that drive results of Reflections Holidays.</p> <ol style="list-style-type: none"> Analyst - Draws conclusions and makes recommendations based on qualitative or quantitative data. Business Partnership Liaison - Manages the day-to-day alliance with vendors or other partners to create a win-win relationship and competitive advantage. Quality Assurance - Examines work materials, products, or work outputs for quality, accuracy, and completeness; responds quickly to correct quality problems. Process Innovator - Creates, develops, or implements improved work processes. | | |
| COMPETENCIES | <p>Business Acumen</p> <p>Continuous Improvement: Originating action to improve existing conditions and processes; identifying improvement opportunities, generating ideas, and implementing solutions.</p> <p>Decision Making: Choosing the best course of action by establishing clear decision criteria, generating and evaluating alternatives, and making timely decisions.</p> <p>Managing Work: Effectively manages own time and resources to ensure that work is completed efficiently.</p> <p>Monitoring Information: Setting up ongoing procedures to collect and review information needed to manage an organisation or ongoing activities within it.</p> <p>Planning and Organising: Establishes an action plan to complete work efficiently and on time by setting priorities, establishing timelines, and leveraging resources.</p> <p>Interpersonal Effectiveness</p> <p>Building Partnerships: Develop and leverage relationships</p> | | |

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| | <p>within and across stakeholder groups to achieve optimal results.</p> <p>Influencing: Utilises effective communication to gain acceptance of ideas and commitment to actions that support specific work outcomes.</p> |
| | <p>Personal Effectiveness</p> <p>Innovation: Creating novel solutions with measurable value for existing and potential customers (internal or external); experimenting with new ways to solve work problems and seize opportunities that result in unique and differentiated solutions.</p> <p>Quality Orientation: Accomplishing tasks by considering all areas involved, no matter how detailed; showing concern for all aspects of the job; accurately checking processes and tasks; being watchful over a period of time.</p> |
| KEY RESPONSIBILITIES | <ul style="list-style-type: none"> • Develop, implement, and maintain a preventative maintenance program, including policies and procedures, for all accommodation sites. • Support the Operations Team with preventative maintenance programs that ensure regulatory and legislative compliance. • Facilitate the periodic review and delivery of sites Vegetation Management Plans and arborist tree safety programs. • Coordinate with external contractors to complete centrally driven maintenance and compliance tasks as required. • Maintain accurate records of all maintenance activities and compliance checks whilst ensuring compliance with internal policies and external regulations and standards. • Monitor and report on the performance of the preventative maintenance program. • Support delivery of operating park capex as required. • Identify opportunities to improve efficiency and reduce maintenance costs. • Conduct regular park inspections to ensure maintenance activities are being completed to the appropriate standard. • Develop strong and trusted relationships with internal and external stakeholders. • Contribute to strategic planning direction and goal setting for the function in collaboration with Senior Management. • Support Park Operations with the implementation of the Strategic Asset Management Program. |
| SELECTION CRITERIA | <p>Essential:</p> <ol style="list-style-type: none"> 1. Minimum Certificate III in Engineering (Mechanical or Electrical) or equivalent 2. Minimum of 5 years' experience post-qualification 3. Valid and unrestricted NSW Drivers License 4. Strong technical knowledge of maintenance principles, techniques, and best practices, including knowledge of relevant regulations and standards. 5. Demonstrated ability to identify maintenance issues, analyse causes, and develop effective solutions. 6. Strong organisational skills with the ability to plan, prioritise, and schedule maintenance tasks effectively. |

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| | <ol style="list-style-type: none"> Excellent communication skills, both verbal and written, with the ability to communicate effectively with team members, contractors, and other stakeholders. Strong commitment to safety, with the ability to identify and mitigate potential safety hazards. Ability to work collaboratively with others to achieve common goals, including coordinating with external contractors and vendors. Knowledge of relevant laws, regulations, and standards related to maintenance, with a demonstrated ability to ensure compliance in all maintenance activities. <p>Desirable:</p> <ol style="list-style-type: none"> Experience in Facility Management. Demonstrated ability to effectively manage resources, including budgets, materials, and teams, to ensure efficient maintenance operations. Demonstrated ability to respond effectively to maintenance emergencies, ensuring minimal downtime and disruption to operations. Ability to adapt to changing priorities and work environments, and to effectively manage multiple tasks simultaneously. Demonstrated ability to understand and meet the needs of internal and external customers, ensuring high levels of satisfaction with maintenance services. Commitment to continuous improvement, seeking out opportunities to enhance maintenance processes, reduce costs, and increase efficiency. |
| REFLECTIONS HOLIDAYS VALUES | <i>How our company values apply to all employees</i> |
| GROW TOGETHER | <p>When we work as a team, everyone benefits.</p> <p>We grow when our people, our places and communities are at their best – teamwork helps us all grow and learn.</p> |
| SAY IT, DO IT | <p>We deliver on our promises – we are all as good as our word. We are solutions focused.</p> |
| MAKE A DIFFERENCE | <p>In partnership with others, we achieve better outcomes.</p> <p>We believe everyone can make a difference in the lives of people, places, and our planet.</p> |

CARE DEEPLY

We are genuine and demonstrate care for our customer, our communities, our people, and our world. We deliver to a high standard.

ACKNOWLEDGEMENT:

I acknowledge that I have read and understood the duties and responsibilities as listed in this position description and have been provided a copy for my reference.

SIGNATURE:**DATE:**