

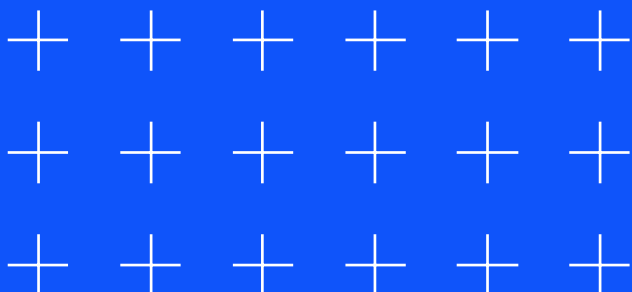


**The Royal
Melbourne
Hospital**

Advancing health for everyone, everyday.

Could this be you?

**Join The Royal
Melbourne
Hospital Team**



Position Description

Maintenance Operations Coordinator

Our reputation for caring for all Melburnians is as essential to who we are as any scientific breakthrough we make. We're here when it matters most, and we'll continue to be the first to speak out for our diverse community's wellbeing.

Advancing health for everyone, every day.

1. Be a great place to work and a great place to receive care
2. Grow our Home First approach
3. Realise the potential of the Melbourne Biomedical Precinct
4. Become a digital health service
5. Strive for sustainability

Maintenance Operations Coordinator | Engineering Services | October 20264/8

Customer Service & Stakeholder Engagement

- Liaise with internal stakeholders, clinical teams, and external contractors to ensure high levels of customer satisfaction.
- Monitor and respond to customer feedback, implementing improvements to enhance service delivery.

- Ensure all maintenance activities comply with Work Health and Safety (WHS) regulations and healthcare-specific safety standards.
- Identify and escalate safety risks, implementing corrective actions as necessary.
- Promote a proactive safety culture within the maintenance team.

Procurement & Consumables Management

- Manage the CAFM procurement and receipting of goods and services on behalf of trades through the appropriate systems.
- Oversee the inventory of maintenance consumables, ensuring stock levels meet operational needs without excess.

General

- Work within your scope of practice and seek help where required.
- Work in partnership with consumers, patients, and where applicable, carers and families.
- Work collaboratively with colleagues across all RMH teams.
- Continue to learn through mandatory training and other learning activities.
- Seek feedback on your work, including participation in annual performance discussions.
- Speak up for safety, our values, and wellbeing.
- Prioritise wellbeing and ensure safe work practices are developed and adhered to in their area.
- Respect that the RMH is a smoke-free environment.
- Ensure training needs of direct reports are identified and undertaken.
- Ensure risk management activities are completed, effective controls are in place, and incidents are recorded, investigated, and corrective actions implemented as far as is reasonably practical.
- Create a psychologically safe work environment where everyone feels safe to speak up.
- Monitor and achieve relevant KPIs and targets and operate within their allocated budget.
- Ensure compliance with relevant legislation, hospital policies, and Australian building codes and standards
- Take reasonable care for your safety and wellbeing and that of others.

Reporting & Continuous Improvement

- Monitor maintenance performance, KPIs, customer satisfaction, and compliance.
- Identify and implement process improvements to optimise maintenance operations and resource utilisation.

KEY RELATIONSHIPS

Internal

- Engineering and Facilities Management Teams
- Clinical and Non-Clinical Departments
- Hospital Executive and Administration
- OH&S and Compliance Teams

External

- Contractors and Service Providers
- Regulatory Authorities
- Equipment and Material Suppliers
- Industry and Professional Networks

Formal Qualifications:

Essential:

- Commitment to live the Melbourne Way - putting people first, leading with kindness and achieving excellence together.
- Mandatory Working with Children's Check and Police Check and Immunisation Assessment
- Extensive experience in coordinating building services, including mechanical, plumbing, electrical and carpentry, in a hospital or complex facility environment.
- Strong knowledge of Australian building codes, standards, and regulatory requirements.
- Demonstrated experience in contractor management and vendor performance evaluation.
- Excellent leadership and people management skills, with a focus on team development and motivation.
- Strong problem-solving skills and the ability to manage competing priorities in a fast-paced environment.
- Proficiency in computerised maintenance management systems (CMMS) and other relevant software (Microsoft Office Suite, etc.).
- High-level communication and stakeholder engagement skills.

Desirable:

- Experience working in a hospital or healthcare environment.
- Project management experience and relevant certification.
- Knowledge of sustainability practices in building services management.

KEY PERFORMANCE INDICATORS

Your performance will be measured through your successful:

- Demonstration of RMH values
- Achievement of portfolio specific KPI targets
- Participation in and satisfactory feedback through the annual performance review process
- Ability to maintain a safe working environment and ensure compliance with legislative requirements
- Timeliness and efficiency of maintenance CAFM task completion.
- Compliance with hospital policies, OH&S regulations, and industry standards.
- Support effective budget management and cost control within building services operations.
- Performance and development of maintenance teams, including training and professional growth.

- Aim to provide a working environment that is safe and without risk to the health, safety and wellbeing of all employees, patients and consumers, and visitors.
- Speak up for patient, consumer, colleague and visitor safety, escalating issues if required.
- Deliver Safe, Timely, Equitable, Person-centred Care (STEP) in line with our clinical governance framework.
- Work in accordance with relevant policies, procedures, standards and legislation including those related to clinical or competency requirements, risk management, discrimination, equal opportunity and health safety and wellbeing.

- As a leader in healthcare, we recognise the need to foster a culture of equity, inclusion, and belonging — safe spaces where every individual is empowered to be their authentic self, contributing meaningfully to the collective well-being of our community.

- We acknowledge and pay our respects to the Traditional Owners of the lands on which we work and stand in solidarity with Aboriginal and Torres Strait Islander peoples. We are committed to creating a culturally safe environment that honours First Nations voices, knowledge, and self-determination through inclusive governance, respectful policies, and a steadfast commitment to anti-racism. The Royal Melbourne aspires to lead by example in addressing the injustices of colonisation and its ongoing impacts.

- RMH is a child safe organisation. We are dedicated to fostering an environment that respects and upholds the rights of children and young people, in line with the Child Safe Standards. We actively embed these standards in our culture, policies, and practices, ensuring that the safety and wellbeing of children and young people is a central priority.

- We are proud to be an equal opportunity employer that champions diversity in all its forms. We value the strengths and perspectives that come from people of all backgrounds, identities, abilities, and lived experiences. We encourage applicants from all communities, and we will provide reasonable adjustments to support equitable participation.

- Together, we are committed to fostering an environment where everyone feels respected, safe, and empowered to thrive.

I acknowledge and accept that this position description represents the duties, responsibilities and accountabilities that are expected of me in my employment in the position. I understand that The RMH reserves the right to modify position descriptions as required, however I will be consulted when this occurs.

Date _____