



Job Title	Maintenance Manager (Residential Properties)
Service	Corporate Services
Location	Field based across multiple residential sites throughout Auckland, with office/admin time at HomeGround, 140 Hobson Street as required. A current full NZ driver licence is essential. There is not an option to work remotely in this role, other than admin as agreed with your manager.
Reports to	Assets & Facilities Manager
Direct reports	No direct reports (coordinates and supervises trades contractors)
Key Relationships	Internal • General Manager Corporate Services • Corporate Services support team • Other Auckland City Mission staff as required External • Tenants and their whānau • Property owners / clients and [housing partner agencies] • Trades contractors, service providers and suppliers • Council and compliance inspectors, and occasionally neighbours and members of the public

Background

Auckland City Mission has, for over 100 years, provided a range of Social Services for those in desperate need. While the people, their needs and consequently our services have changed over that time our philosophy of giving not charity, but a chance has not.

The services we offer at present are focused on giving a chance to people who are sleeping rough or who are inadequately housed, those who struggle with food insecurity, with drug and alcohol addiction, who need affordable primary healthcare, or any of the above and more. Auckland City Mission manages a portfolio of residential rental properties across Auckland. Our purpose is to provide tenants with safe, warm, dry and well-maintained homes, and to give property owners confidence that their investment is being looked after professionally.

As our portfolio grows, we need a reliable, hands-on Maintenance Manager who can look after multiple houses across the region, keep them compliant with landlord obligations, and build strong relationships with tenants, owners and contractors.

Job Purpose

Reporting directly to the Assets & Facilities Manager, the Maintenance Manager is responsible for the maintenance, repair and compliance of a portfolio of residential houses & transitional housing sites across Auckland. You will combine hands-on handyperson work with the coordination of trades contractors, ensuring each property meets the required standards, the landlord's legal responsibilities and the terms of the tenancy agreement or lease.

Key Responsibilities:

Property Maintenance and Work Delivery

- Oversee and coordinate the planned and preventative maintenance programme across all sites.
- Receive, triage and prioritise maintenance requests (urgent, routine and planned), completing work within agreed SLAs and KPI timeframes.
- Visit sites to assess, measure, quantify and scope the work required, obtain quotes and code work correctly.
- Carry out basic handyperson tasks across sites, for example:
 - Adjusting, replacing and repairing defective fixtures, fittings and door/window hardware and locks
 - Patch filling, plastering and painting
 - Minor carpentry, fence and gate repairs, and furniture assembly or repair
 - Gutter clearing, section tidy-ups, lawns/hedges (where not contracted) and rubbish removal
 - Smoke alarm checks and battery/unit replacement, and other minor safety fixes
- Only carry out work within your competence and the law. Licensed work (electrical, gas, plumbing, drainage and structural) must be referred to appropriately registered tradespeople.
- Organise specialised repairs with the appropriate suppliers, and coordinate the correct trades contractors, passing on information promptly, accurately and professionally.
- Maintain a strong working knowledge of available contractors' experience, capability, pricing and availability.
- Supervise contractors on site, inspect completed work against specifications and standards, and sign it off.
- Prepare simple plans, sketches or maps where required, for example to confirm boundaries for fencing work.
- Carry out pre-tenancy readiness checks and end-of-tenancy inspections, and coordinate make-ready work between tenancies.
- When schedules change due to follow-ups, access issues, labour or material shortages or other interruptions, work with the Tenancy Manager and tenants to get back on schedule as soon as possible.
- Record all maintenance tasks accurately and in a timely fashion in the job management system/app and communicate completion to the appropriate parties.
- Deliver well-supported recommendations to your manager on improvements to maintenance plans and property upgrades.

Landlord Responsibilities, Tenancy Agreements and Compliance

- Apply a working knowledge of the landlord's responsibilities under the Residential Tenancies Act 1986, including keeping properties in a reasonable state of repair and meeting building, health and safety requirements.
- Read, understand and apply tenancy agreements and leases, identifying whether an item is the landlord's or the tenant's responsibility, and flagging tenant-caused damage, fair wear and tear and possible breaches to the Property Manager.
- Ensure properties meet the Healthy Homes Standards (heating, insulation, ventilation, moisture ingress and drainage, and draught stopping) and keep evidence of compliance.
- Ensure smoke alarms, insulation and any other statutory requirements are in place and up to date at every property.
- Ensure all work meets the Building Act 2004 and related requirements, including consent triggers, and that licensed trades supply the required certificates (e.g. Certificates of Compliance, producer statements).



- Maintain a compliance register for all sites, tracking due dates for inspections, servicing, certificates and Healthy Homes requirements, and follow up actions with your manager.
- Support insurance claims and property condition reporting by providing accurate documentation, photos and quotes.
- Keep up to date with changes in tenancy, building and health and safety legislation and communicate relevant changes to your manager.

Customers, Tenants and Stakeholders

- Respond promptly, respectfully and professionally to tenant enquiries and maintenance requests, and resolve issues or escalate them where needed.
- Provide regular, clear updates on job status to tenancy managers, owners and internal stakeholders.
- Keep tenant safety and customer service top of mind and demonstrate understanding and sensitivity when working in people's homes and communities.
- Act as an ambassador for Auckland City mission with tenants, neighbours, owners and contractors.
- Keep accurate records of all interactions, enquiries, complaints and actions taken.

Financial

- Contain costs associated with activities under your control and obtain quotes and approvals within your delegated financial limits.
- Complete documentation and electronic records accurately for processing and invoicing, including correct job coding.
- Track maintenance spends against budget for each property and flag overruns early.
- Continuously improve your technical competence and commercial awareness.

Health and Safety

- Maintain a safe and healthy work environment by understanding, complying with and role modelling safe behaviours, including the correct use of PPE and RPE.
- Understand and comply with all company health and safety procedures and legal regulations, including the Health and Safety at Work Act 2015.
- Promote zero tolerance for workplace accidents and take personal responsibility for health, safety, quality, environment and risk in the work you do.
- Carry out site hazard assessments, follow lone-working procedures.
- Ensure contractors are inducted and working safely on our sites.
- Be alert to hazards common in older Auckland homes (e.g. suspected asbestos). Stop work, make the area safe and escalate before disturbing any suspect material.
- Report, record and follow up all accidents, incidents and near misses without delay, and contribute to any related investigations.
- Take action or report any breaches observed in any Auckland City Mission workplace.

Being Part of the Auckland City Mission Team

- Adhere to all company policies, procedures and guidelines, and uphold high standards of integrity and conduct.
- Uphold and promote Auckland City Mission values at all times.
- Demonstrate a commitment to, and respect for, Te Tiriti o Waitangi and incorporate this into your work.



- Work effectively as part of the team, and share knowledge to help train, coach and mentor less experienced colleagues.
- Promptly complete all training you are asked to attend or take part in.
- Regularly attend team and wider organisational meetings and take part in other duties or events as required.



Skills and Experience	
ESSENTIAL	PREFERRED
• Basic handyperson skills (e.g. painting, plastering, carpentry, door hardware and general repairs) • Working knowledge of a landlord's responsibilities, including the Residential Tenancies Act and Healthy Homes Standards • Ability to read and understand tenancy agreements and leases • Experience managing or coordinating trades contractors • Current full NZ driver licence and a reliable vehicle • Ability to manage time and priorities across multiple sites, and to work autonomously • Clear, succinct and professional oral and written communication • Competent user of Microsoft 365 (Excel, Outlook, Word, Teams) and job management systems/apps • Strong data integrity and administration accuracy • Right to work in New Zealand	• Trade qualification, or knowledge of building, construction or a related trade • 2+ years' experience in property maintenance, facilities maintenance, property management or residential tenancy support • Knowledge of the Building Act 2004 and the Health and Safety at Work Act 2015 • Working at Heights and/or Site Safe training (training provided if required) • First aid certificate • 2 years' customer service support or coordination experience • Experience in community, social or public housing • Flexibility in working hours, and participation in an after-hours emergency roster if the need arises • Positive attitude and motivation to work in a busy environment where every day brings different challenges

Key Competencies	
Organising	Manages multiple sites, jobs and contractors at once; uses resources efficiently and keeps records and files in a useful order.
Interpersonal Savvy	Relates well to tenants, owners, contractors and colleagues; uses diplomacy and tact and can calmly defuse tense situations.
Decision Quality	Makes sound decisions based on analysis, experience and judgement; is sought out for advice on repairs and compliance questions.
Customer Focus	Acts with tenants and owners in mind, meets their expectations and earns their trust and respect.
Composure	Stays calm under pressure, including emergency call-outs, and is a settling influence when things go wrong.
Perseverance	Sees jobs through to completion, even in the face of resistance, delays or setbacks.
Learning on the Fly	Learns quickly when facing new problems, is open to change and keeps up with changes in legislation and standards.