

Position description

Asset Maintenance Manager

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| Position title | Asset Maintenance Manager |
| Position number | 200019 |
| Classification level | E |
| Position type | Permanent |
| Group | Property Group |
| Division | Infrastructure |
| Reports to | Group Manager Infrastructure |
| Usual place of work | 1010 La Trobe Street, Docklands |
| Date | April 2026 |
| Conditions | Full time (flexibility will be considered) |

Our organisation

VicTrack owns Victoria's rail transport land, assets and infrastructure. As a commercially focused government agency delivering for Victoria, 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.

About the group

Our business is made up of two specialist delivery groups – Property and Telecommunications – supported by Corporate Services and the Office of the Chief Executive.

This position is based in **Property**.

As VicTrack is one of Victoria's largest land and asset owners, our Property Group is responsible for unlocking the potential and improving the value of our property portfolio to service Victorian communities.

About this position

Reporting relationships

The Asset Maintenance Manager reports to the Group Manager Infrastructure and leads a team of five direct reports.

Delegations / Budget

The Asset Maintenance Manager is responsible for managing the Opex Maintenance and Corporate facilities budget on behalf of the Infrastructure Team. The role has a financial delegation of \$50,000 under the Delegations of Authority.

Purpose of the position

The Asset Maintenance Manager ensures VicTrack's buildings and other physical assets are maintained efficiently and effectively to meet required VicTrack Asset Management Plan performance and minimise cost over the life of the assets. The Asset Maintenance Manager is the primary point of contact for all planned and reactive maintenance. The role specifies and procures services to ensure all customer, technical, risk and statutory requirements are satisfied.

Key accountabilities/functions

1. Provide strategic and operational oversight of VicTrack's property asset portfolio (including buildings, bridges, vacant land and utility assets) to ensure the provision of safe, compliant and fit for purpose environments. This includes:
 - ensuring full compliance with all VicTrack policies and procedures, Australian Standards, relevant Codes of Practice and applicable legislative and regulatory requirements.
 - being accountable for the timely and effective delivery of all maintenance plans and schedules, supported by regular site inspections to verify compliance.
2. Support the management of a statewide portfolio of buildings and associated assets on behalf of the Infrastructure Manager and Property Manager, including the preparation and provision of required reporting and performance insights.
3. Oversee the delivery of corporate facilities management and maintenance services across all VicTrack sites, including governance and performance management of Facilities Management contracts, office services (including kitchens and consumables), and fleet vehicles.
4. Manage senior relationships with customers, stakeholders, and service providers, ensuring a responsive and solutions focused approach to enquiries, maintenance requirements, and service delivery outcomes.
5. Oversee the planning and delivery of minor maintenance and capital works projects, ensuring projects are delivered safely, on time, within scope and budget, and in accordance with required standards and governance frameworks.
6. Manage and support the on call roster, providing senior oversight and decision-making capability for after hours enquiries and urgent maintenance matters, as and when required.

7. Contribute to the development, management, and oversight of property and corporate budgets, including forecasting, cost control, and financial reporting to support effective asset management and organisational outcomes.
8. Lead and oversee site inspection programs to assess maintenance works, fitness for purpose and compliance including the identification and remediation of hazards and defects. Ensure completed works are audited and that contractors and panel providers comply with quality assurance frameworks, procurement policies and contractual obligations. This includes oversight of the regular contractor inspection and assurance program.
9. Lead, develop and manage a high-performing asset maintenance team by providing clear direction, fostering a strong safety and performance culture, undertaking effective performance and capability management, and ensuring the team is supported to deliver planned and reactive maintenance outcomes.
10. Other Duties As Required: In line with Section 31A of the *Public Administration Act 2004* (Vic) other duties may be assigned consistent with employment classification, skills, and capabilities.

Key selection criteria

- 1. Strategic asset maintenance and compliance management:** Demonstrated experience providing strategic and operational oversight of a diverse property asset portfolio ensuring compliance with asset management plans, Australian Standards, codes of practice and statutory requirements.
- 2. Facilities management and service delivery leadership:** Proven capability in overseeing corporate facilities of a large scope, including; performance management of external contractors and service providers, quality assurance, governance, and continuous improvement of service delivery outcomes.
- 3. Financial, contract and budget management:** Demonstrated experience managing operational maintenance and facilities budgets, including forecasting, cost control, financial reporting and operating within approved delegations. Proven ability to ensure value for money and whole-of-life asset optimisation.
- 4. Stakeholder management:** Highly developed interpersonal and stakeholder engagement skills, with proven ability to manage senior internal and external relationships, respond to complex enquiries, negotiate priorities, and deliver customer-focused, solutions-based outcomes in a high-accountability environment.
- 5. Leadership, risk and safety oversight:** Demonstrated experience leading and supporting teams, overseeing planned and reactive maintenance programs (including after hours/on call arrangements), conducting site inspections, identifying and managing risks, and ensuring compliance with occupational health, safety, environmental and rail safety obligations.

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 your line manager and the Health & Safety team
- safely access the rail corridor.

Individual attributes

Qualifications and experience

- **Mandatory:** Tertiary level qualifications in Asset Management, Facilities Management, Engineering (Civil, Mechanical, Electrical), Building, Construction Management or a related field.
- **Desirable:** Minimum five years' experience with maintenance management project manager in regional roads maintenance (desirable).

Interpersonal and other features

Internal relationships

- All VicTrack employees

External relationships

- All VicTrack customers
- Vendors and/or suppliers

Ordinary hours of work

Ordinary hours of work are Monday to Friday between 6:00am and 6:00pm.

Note: This position may be required to participate in the on-call roster for after-hours maintenance enquiries, which is part of a regular pattern or roster cycle Saturday, Sunday, public holiday, and/or afternoon/night shifts.

Why work for VicTrack?

Our mission

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

Our vision

Working at VicTrack provides people with the opportunity to contribute to creating thriving places and connected communities for all Victorians. Some of the benefits that we provide our people are listed on our website and can be accessed via: [Careers at VicTrack](#)

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:

1. social and economic inclusion
2. economic prosperity
3. environmental sustainability
4. integration of transport and land use
5. efficiency, coordination and reliability
6. safety, health and wellbeing.