

## Mission Australia

About us	<p>Mission Australia is a non-denominational Christian organisation that has been helping people regain their independence for over 155 years.</p> <p>We've learnt the paths to getting back independence are different for everyone. This informs how we help people, through early learning and youth services, family support and homelessness initiatives, employment and skills development, and affordable housing. Our nationwide team delivers different approaches, alongside our partners and everyday Australians who provide generous support.</p> <p>Together we stand with Australians in need, until they can stand for themselves.</p>
Purpose	<p>Inspired by Jesus Christ, Mission Australia exists to meet human need and to spread the knowledge of the love of God.</p> <p>"Dear children, let us not love with words or speech but with actions and in truth." (1 John 3:18)</p>
Values	Compassion Integrity Respect Perseverance Celebration
Goal	To reduce homelessness and strengthen communities.

**Position title:** Asset Maintenance and Compliance Officer

Employment type	Full Time - Permanent
Reports to	Asset Manager - MNC
Position Purpose	<p>Managing Maintenance requests and monitoring the invoicing process for social and affordable housing tenants at Mission Australia Housing. Ensuring tenants are provided with accurate information and relationship building with clients and contractors to achieve positive outcomes in accordance with Community Housing guidelines.</p> <p>Managing contractor work order delivery compliance to specification including carrying out systematic inspections of contractor works and identifying and highlighting works defects / non-compliances. Undertaking Property Assessment Survey(s) (PAS) and defining scope of works for Assets.</p>
Key Result Areas	Relationship Building, Cost Effectiveness, Time Management, Customer Service, Contractor work inspections to ensure compliance.

## Position Requirements

### Key Result Area 1 – Customer Service & Maintenance Triaging

#### Key tasks

Position holder is successful when

- Provide high quality customer service ensuring that all clients are given the most positive and supportive outcomes to meet their individual needs and taking account of MAH asset management policies, procedures and imperatives..
- Provide responsive, professional and dedicated service to clients of MAH to underpin tenant satisfaction.
- Through sequenced questioning identify client maintenance need, determine maintenance works priority, and communicate expectations to tenant.
- Log maintenance requests in MAH systems and with outsource maintenance contractor.
- Feedback from clients demonstrates that service supports clients' needs.
- Client maintenance requests are dealt with in a timely manner and appropriately triaged.
- Maintenance works are appropriate to the circumstance and meet MAH's asset management policies and procedures.
- Maintenance requests are efficiently logged in MAH systems and with the outsource maintenance contractor.

## Key Result Area 2 – Repair and Maintenance Communication & Invoice Compliance

### Key tasks

- Ensuring maintenance and invoicing are done regularly to maximise income for the organisation and to ensure time lines are met. Ensuring contractor invoices are accurate and that maintenance works demonstrate value for money.
- Require outsource maintenance contractor to provide evidence of trade licencing, and compliance with WHS, environmental and MAH Code of Conduct requirements, escalating any serious or unresolved issues to Asset Manager.
- Assists the Housing and Asset Management team maintain good governance and administration of responsive maintenance works by keeping accurate records, files and information to the relevant systems and provides accurate information to management.
- Maintains high levels of customer service by responding to all responsive maintenance issues via phone or face-to-face in a prompt, courteous and professional manner.

### Position holder is successful when

- Maintenance service is delivered effectively in terms of time and cost.
- Asset Manager is supported in the preparation of reports.
- Conflicts and issues are successfully resolved through exceptional problem solving, negotiation and influencing skills.
- Records are effectively maintained and Management Reporting is accurate and delivered in a timely manner.
- Maintenance work is cost-efficiently coordinated and executed, supporting the Finance Team's financial goals and obligations.
- State licencing, WHS, environmental and MAH code of conduct requirements are met by outsource maintenance contractor.
- Customer service feedback is positive and there is measurable improvement in response times to maintenance issues. Feedback from clients and stakeholders is positive.

### Key Result Area 3 – Maintenance Contractor Works Compliance

#### Key tasks

- Carrying out systematic inspections in accordance with the schedule specified by the Asset Manager/-National Asset Manager of contractor works and identifying and communicating to contractor works defects / non-compliances and remediation expectations.
- Assists the Asset Manager in managing contractor performance to deliver quality maintenance works while ensuring a constructive 'one team' approach.
- Outsourced maintenance contractors are systematically audited to ensure compliance with WHS, environmental management and Code of Conduct requirements.
- Ensure essential service certification programs are up to date and current with essential services inspected and tested as per relevant codes and standards.
- Managing and tracking voids and vacants to ensure turnaround time meets MAH's KPI's.
- Daily updating of relevant Asset Management System as required.

#### Position holder is successful when

- Maintenance works are of acceptable quality and comply with specifications.
- Tenants are satisfied with works and service provided by contractors.
- Maintenance service is delivered effectively in terms of time and cost.
- Outsourced maintenance providers meet all regulatory and MAH Code of Conduct requirements on a continuous basis.
- Essential Services are maintained to legislative requirements and in good working order.
- Complete audit template with details of non-compliant work and issue to contractor.
- Working with the contractor so that they are given notice of each void and vacant and each is returned to MAH within the proper timeframe.
- Asset Management System is up to date and contains accurate information.
- Tenant damage assessment of contractor is reviewed each month and data entered into relevant Asset Management System.

### Key Result Area 4 – Scoping Work and Inspections

#### Key tasks


- Attends properties in conjunction with Housing manager to undertake Property Assessment Survey (PAS) ensuring data is recorded in Asset Management system.
- Attends properties in conjunction with Housing manager to scope works required.
- Work is scoped to a consistent standard within the portfolio.
- Scoped work is reviewed and comments are provided in a timely manner.

#### Position holder is successful when

- Assets are inspected, assessed and relevant data recorded in Asset Management system
- Work is scoped within KPI timeframe and within budget.
- Consistency in property standards is maintained within the portfolio.

### Key Result Area 5 - Purpose and values

- Actively support Mission Australia's purpose and values;

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- Positively and constructively represent our organisation to external contacts at all opportunities;
  - Behave in a way that contributes to a workplace that is free of discrimination, harassment and bullying behaviour at all times;
  - Operate in line with Mission Australia policies and practices (EG: financial, HR, etc.);
  - To help ensure the health, safety and welfare of self and others working in the business;
  - Follow reasonable directions given by the company in relation to Work Health and Safety;
  - Follow procedures to assist Mission Australia in reducing illness and injury including early reporting of incidents/illness and injuries;
  - Promote and work within Mission Australia's client service delivery principles, ethics, policies and practice standards; and
  - Actively support Mission Australia's Reconciliation Action Plan.



## Recruitment information

### Knowledge, skills and experience – essential

- Ability to identify maintenance issues and triage.
- Ability to understand maintenance and building contracts.
- Administratively disciplined.
- Ability to work cooperatively with tenants and within a community.
- Experience working as part of an effective team.
- Experience working with stakeholders and partners.
- Prepared to complete property site inspection visits and assess maintenance works for compliance against quality expectations and specifications.

### Knowledge, skills and experience – desirable

- Knowledge and experience in maintenance delivery
- Knowledge of LAHC Schedule of Rates and Technical Specifications

## Approval

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**Manager name** Brad Everitt

**Approval date** 8 Jan 2019