

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: Project Manager - Assets

Classification	Level 6 SCHADS
Employment type	Full Time - Permanent
Reports to	National Asset Manager
Responsible for	Management and maintenance of MA Housing's property assets in TAS, VIC, NSW
Position Purpose	Managing and maintaining MA Housing's assets in TAS, VIC and NSW to ensure they meet the needs of our clients, our asset management obligations as a landlord, and internal strategy, policy and procedures.
Key Challenges	<ul style="list-style-type: none"> To successfully plan for and execute all asset maintenance, including planning and budgeting while ensuring a safe and compliant workplace for our contractors. Managing contractor performance to contracted KPI's and remediating poor performance. Helping achieve good tenant satisfaction scores. Managing a small team of Asset Maintenance & Compliance Officers

Position Requirements

Key Result Area 1 – Asset Management

Key tasks

- Ensure yearly asset management plans addressing responsive, cyclical and planned maintenance are developed and implemented for each property within the housing portfolio.
- Contribute to MA Housing's development of a range of strategies for the maintenance and improvement of existing properties and long term asset planning.
- Work in conjunction with the National Asset Manager to ensure ongoing alignment between the needs of MAH and operational asset management practices.
- Working in conjunction with the National Asset Manager to effectively implement a range of asset management policies, procedures and systems to ensure they are used appropriately.
- Develop networks with other housing providers, government and industry consultants in order to ensure MA Housing is informed of industry best practice.

Position holder is successful when

- Asset management plans are developed and deployed which result in the ongoing sustainability of properties and minimised unexpected expenditure.
- Strong alignment is maintained with the operational and asset requirements of MAH ensuring that both needs are met.
- Opportunities for loss and areas of risk to MA Housing's business are identified and minimised.
- Relationships are established which inform MA Housing strategy and the sharing of information in the industry.

Key Result Area 2 – Contract Management

Key tasks

- Ensure probity in the management of all asset related contracts.
- Ensure Contractors have appropriate contracts, insurances and license in place prior to undertaking works for MA Housing.
- Ensure Contractors are appropriately inducted prior to undertaking works for MA Housing, WHS compliance, Safe Working Method Statement and are familiar with applicable policies and procedures.
- Undertake site inspections to ensure contractors are onsite and delivering services as required.
- Reviewing all work completed through inspection, tenant engagement, research and due diligence.
- Attending properties to approve scope of works required to a consistent standard within the portfolio.

Position holder is successful when

- Competitive tendering for contracts exist and contract are managed ethically.
- Contract administration meets accreditation standards.
- Tenants are satisfied with works and service provided by contractors.
- Maintenance service is delivered effectively in terms of time and cost.
- All QA is completed 30 days after submission of report and invoice from contractor.
- Work is scoped within KPI timeframe, within budget and consistency in property standards is maintained within the portfolio.
- Outsourced maintenance providers meet all regulatory and MAH Code of Conduct requirements on a continuous basis.

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- Manage contractor performance to contract KPI's 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.

Key Result Area 3 – Compliance and Reporting

Key tasks

- Ensure MAH meets all external and internal compliance requirements for asset and property management.
- Property data is captured in a timely way within MA Housing's internal systems to facilitate effective asset management planning and reporting.
- Develop and contribute to a range of reports and analysis for MAH for internal and external use.
- Contribute to the preparation of asset management related financial budgets, cash flows and forecasts.
- Managing and tracking voids and vacants to ensure turnaround time meets MAH's KPI's.
- Daily updating of Asset Management System as required.
- Review and sign off on all tenants' damage costs.
- Maintain baseline property condition data on each property through a mix of initial Property Assessment Surveys (PAS's) and a schedule of regular and systematic property inspections.

Position holder is successful when

- Compliance requirements for registration and accreditation are fully met or exceeded for asset & property management.
- Asset management plans and budgets are in place for each property.
- Competitive tendering for contracts exists and contracts are managed ethically.
- Reports and analysis are prepared for internal and external use as required.
- Financial information is accurate and submitted in a timely manner.
- 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 Asset Management System.

Key Result Area 4 – Project Management

Key tasks

- Develop and manage project plans to track the progress of deliverables within the scope, budget and timeframe

Position holder is successful when

- Manage multiple projects and achieve high quality outcomes in line with set KPI's against project.

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- Facilitate stakeholder consultation, engagement and delegation of tasks.
 - Identify risks and develop and implement risk management strategies to ensure projects deliverables are achieved.
 - Monitor and report on projects progress to relevant stakeholders and contribute to organisational reporting systems/mechanisms.
 - Contribute to and utilise project management framework systems and tools.
 - Engage with multiple stakeholders such as contractors, MAH staff members, local government and other CHP's.
 - Identify risks and control these through risk management systems to meet project outcomes.
 - Monitor performance of project against set project plan to ensure project is completed within agreed timeframes.

Key Result Area 5 – Staff and Stakeholder Relationship Management

Key tasks

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- Housing management staff and other stakeholders are supported with respect to asset management.
 - Build and foster respectful and constructive working relationships with housing staff and other stakeholders.
 - Execute opportunities for employment for MAH clients with a particular focus on indigenous youth.
 - Build and maintain effective working relationships with external stakeholders noted below, and others as required;
 - Government Agencies
 - Maintenance Contractors
 - WHS/Other Professionals

Position holder is successful when

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- Staff survey show that asset management supports are satisfactory.
 - Partnerships provide improvement opportunities.

Key Result Area 6 – Continuous Improvement

Key tasks

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- Review current and developing processes/system for asset management and make recommendations for process/system improvement, as appropriate.
 - Complete other projects/ad hoc work required as a member of the asset management team.

Position holder is successful when

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- Current processes/systems meet business needs or recommendations for improvement provided.

Key Result Area 7 - Purpose and values

- Actively support Mission Australia’s purpose and values;
- 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

- Property and asset management skills
- Understanding of residential tenancy
- Administrative disciplined
- Exceptional relationship management skills
- Ability to manage multiple concurrent projects
- High-level customer service focus

Knowledge, skills and experience – desirable

- Property and/or asset management qualifications
- High level project management skills

Approval

Manager name Andrew Layton

Approval date Jan 2019