

Asset and Maintenance Manager Position Description

Role Details

Position Title	Asset and Maintenance Manager
Reporting to	Manager Housing Services
Liaises with internally	All staff
Liaises with externally	Maintenance Services and Building Contractors, Local Government, Land Developers, Real Estate Agencies, Managed Property Owners and Managers, External Service Providers, Department of Health and Human Services
Supervises	Maintenance Coordinator Housing Services Administrator
Purpose of the Position	Lead the delivery of efficient and effective asset and maintenance services to support BeyondHousing's strategic objectives by developing, implementing and reviewing asset management policy, processes, plans and programs.
Hours	Full time
Salary/Rate	Social, Community, Home Care and Disability Services Industry Award 2010 – Level 6.
Essential Criteria	<ul style="list-style-type: none"> • Relevant qualifications and extensive experience in Asset Management, Business Management, or Project Management • Strong database and MS Office skills (including Excel, Outlook, Project, Word) • Ability to analyse and interpret data • Experience with contractor compliance management • Demonstrated experience managing project and/or department budgets • Well-developed communication and stakeholder management skills • Exceptional people leadership skills and experience leading a small team • Ability to interpret relevant legislation and regulations

	<ul style="list-style-type: none"> • Ability to be able to travel across the region
Preferred Criteria	<ul style="list-style-type: none"> • Social and community housing experience or knowledge • Change management knowledge • Environmental sustainability planning • Sense of humour
Behaviours Required	<ol style="list-style-type: none"> 1. Teamwork 2. Equality, Honesty and Integrity 3. Initiative and Self Motivation 4. Confidentiality 5. Commitment to the network's objectives 6. Commitment to the organisation's Values
Key Performance Indicators	<ol style="list-style-type: none"> 1. Develop and implement an approved asset management and disposal strategy 2. Provide monthly report on asset management and disposal strategy tasks 3. Provide accurate monthly key performance report for maintenance services 4. Monitor and report on vacancy turnaround times 5. Provide required progress reports for all building capital works projects 6. Minor and major property upgrades to be completed on time and within budget 7. Tickit (risk management) events entered and responded to within 10 working days and closed off within 30 days 8. Leadership of Asset & Maintenance team to achieve requirements of their roles in line with strategy and relevant position descriptions.

Responsibilities

Responsibilities	Focus Areas	Tasks
Asset Management & Maintenance	<ul style="list-style-type: none"> — <i>Policy & Planning</i> — <i>Operational</i> — <i>Quality Improvement</i> — <i>Sustainability</i> 	<ul style="list-style-type: none"> • Develop and implement an asset management and disposal strategy • Monitor the delivery of life cycle asset management plans in relation to operation and maintenance, renewal, replacement, upgrade and disposal of assets. • Explore opportunities for developing strategies which add value and/or enhance effectiveness of Asset and Maintenance services • Review BeyondHousing Building Specifications as necessary • Contribute to the administration of the asset management system, including capturing and documenting asset components for categorising and creating maintenance schedules. • Manage and monitor the After Hours Service • Ensure stage and quality assurance inspections at critical stages of construction for all building projects • Identify asset and maintenance management gaps with a focus on continuous quality improvement • Assist in the delivery of identified environmental sustainability objectives for Asset and Maintenance Services as set out in BeyondHousing’s Sustainability Plan • Ensure adherence to environmental sustainability principles in building designs and layout • Assist with the review of environmental sustainability plans on an annual basis.

Project Management		<ul style="list-style-type: none"> • Provide end to end project management including planning, delivery and review of identified projects. • Assist with the management and administration of contracts, inclusive of procurement, invoicing, compliance and value for money assessments • Monitor the status of each phase of delivery of capital works and maintenance projects • Manage the day-to-day operational aspects of maintenance services • Work effectively with key stakeholders to ensure timely delivery of project outcomes • Prepare project related documents including briefings, status updates, reports, budget planning and monitoring and other information as required
Reporting		<ul style="list-style-type: none"> • Monthly KPI reporting to Housing Services Manager • Maintain an effective and efficient records management system to allow ready access to project data and progress to support the development of reports and briefings to the Manager Housing Services
Compliance		<ul style="list-style-type: none"> • Maintain current knowledge of relevant legislation and regulations and undertake training as necessary • Ensure Asset and Maintenance Team are aware of and abide by relevant legislation • Monitor project compliance in line with relevant legislation and regulations • Oversee Contractor compliance to ensure legislative requirements are met • Identify and manage asset and maintenance management risks • Process risk management events for the department in the organizational risk management software Tickit
People and Leadership		<ul style="list-style-type: none"> • Foster a productive, supportive and respectful team environment and encourage a positive culture, working to achieve organisational goals • Provide leadership to staff by acting in a manner that mirrors and promotes the organisational values and is conducive with the OH&S Code of Conduct • Motivate, support and develop employees to make organisational contributions • Coordinate and provide relief for Asset and Maintenance staff and act as a locum as necessary • Develop and maintain effective working relationships with key stakeholders (internal and external) to manage operations • Abide by relevant legislation and professional standards

I hereby understand the requirements of the position and will fulfil the obligations required of the tasks, responsibilities and needs of the Business.

Name

Date

Instruction for staff

1. Read the Position Description carefully.
2. Ask if you need any information clarified.
3. Keep a copy for you to use at work.
4. This is a living, breathing document and may change with the needs of the Business. Please keep the Manager informed if you have any changes in the position.

Instruction for managers

1. Provide a copy of the Position Description with the letter of offer.
2. Copy the signed copy of the Position Description and give to the Staff Member.
3. Register the signed Position Description on the Staff File Database.
4. Place the signed copy of the Position Description on the staff file.