

Asset and Maintenance Manager Position Description

Role Details

Position Title	Asset and Maintenance Manager
Reporting to	Manager Housing Services
Liases with internally	All staff
Liases with externally	Maintenance Services and Building Contractors, Local Government, Land Developers, Real Estate Agencies, Managed Property Owners and Managers, External Service Providers, Department of Families, Fairness & Housing (DFFH)
Supervises	Maintenance Coordinators
Purpose of the Position	Lead the delivery of an efficient and effective asset and maintenance services operation that aligns to BeyondHousing’s strategic objectives. Accountable for the full asset management lifecycle including asset management policy, processes and identification of opportunities to leverage and maximise the asset portfolio.
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) • Analytical skills with a sound understanding of Data Management principles • Experience with contractor onboarding & compliance management • Environmental sustainability planning experience • 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 and implement relevant legislation and regulations including OHS and Residential Tenancies Act • Current driver’s licence and ability to be able to travel across the region
Preferred Criteria	<ul style="list-style-type: none"> • Social and community housing experience or knowledge

Behaviours Required	<ol style="list-style-type: none"> 1. Ability to collaborate and work productively within a team 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. Continue to implement and review the 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.
Broad Activities of BeyondHousing	<ul style="list-style-type: none"> • Capacity to contribute broadly and positively to the culture, environment and strategic direction of the organisation • Act in a manner and represent the organisation in a way that is consistent and reflective of the BeyondHousing values • Adhere to human resources policies including anti-discrimination, Code of Conduct, harassment and equal opportunity policies • Adhere to workplace health and safety policies and proactively contribute in maintaining a safe and clean work environment • Display a positive attitude, treat others with respect and be an active member of the team • Attend and participate in regular performance review sessions with your manager • Attend and contribute at team and all of staff meetings • Follow lawful direction provided by senior members of the team • Adhere to the Child Safe Standards framework outlined in Policies and Processes, including maintaining a National Police Check and Victorian Working With Children Check. • Abide by relevant legislation including Privacy and Confidentiality legislation and ensure the strictest confidentiality in all dealings

Responsibilities

Responsibilities	Focus Areas	Tasks
Asset Management & Maintenance	<ul style="list-style-type: none"> — <i>Policy & Planning</i> — <i>Operational Management & Efficiency</i> — <i>Quality Improvement</i> — <i>Sustainability</i> — <i>Risk Management & Compliance</i> 	<ul style="list-style-type: none"> • Continue to implement and review the 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 • Identify opportunities and develop 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 creating maintenance schedules and management reporting • Manage and monitor the After-Hours Service • Ensure 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 • Ensure 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 • Development and implementation of Asset Management and Maintenance procedures
Project Management	<ul style="list-style-type: none"> — <i>Budget management</i> — <i>Stakeholder management</i> 	<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 • Work effectively with key stakeholders to ensure timely delivery of project outcomes • Prepare project related documents including business cases, status updates, reports, budget planning and monitoring and other information as required
Reporting	<ul style="list-style-type: none"> — <i>Stakeholder Management</i> — <i>Data Insights</i> — <i>Performance management</i> 	<ul style="list-style-type: none"> • Delivery of required reporting including monthly KPI • Effective and accurate records management systems and processes to ensure data quality to enable management insights and support decision making.

Compliance	<ul style="list-style-type: none"> — <i>Quality Improvement</i> — <i>Risk Management & Compliance</i> 	<ul style="list-style-type: none"> • Maintain current knowledge of relevant legislation and regulations • Ensure Asset and Maintenance Team are aware of and abide by relevant legislation • Audit and monitor 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"> — <i>Leadership</i> — <i>Culture</i> — <i>People development</i> 	<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 BeyondHousing's Code of Conduct • Motivate, support and develop employees • 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

Acceptance

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

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Signature

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Date

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Name

Instructions 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.

Instructions 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. Provide the signed Position Description to HR.
4. HR to place the signed copy of the Position Description on the staff file.