

# Position description



**Title:** Property Manager  
**Business Unit:** Corporate and Financial Services  
**Location:** To be confirmed  
**Employment type:** Full time, Ongoing  
**Reports to:** Senior Manager, Property Services

## About Uniting

Uniting works alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

Uniting is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We are 7000 skilled, passionate and creative people providing over 770 programs and services.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we celebrate our diversity and welcome all people regardless of ethnicity, faith, age, disability, culture, language, gender identity or sexual orientation. We acknowledge Aboriginal and Torres Strait Islanders as Australia's First Peoples and as the traditional owners and custodians of the land on which we work. We welcome lesbian, gay, trans, gender diverse and intersex (LGBTIQ) people at our services. We pledge to provide inclusive and non-discriminatory services.

**Our purpose:** To inspire people, enliven communities and confront injustice

**Our values:** We are imaginative, respectful, compassionate and bold

## Position purpose

The Property Manager will manage a portfolio of properties, delivering high quality professional property management services to Uniting.

The Property Manager is responsible for the day to day management of both tenancy and maintenance functions. Including planning and execution of property maintenance/upgrades in collaboration with other Property Services teams. This role will oversee a team of tenancy staff embedded within the housing teams with support from facilities, maintenance and project management.

The role will ensure relevant legislation governing residential tenancies and retirement villages are adhered whilst ensuring staff and contractors are compliant in relation building regulations and occupational health and safety.

## Scope

**Budget:** Responsible for an operating budget corresponding with an allocated portfolio to be confirmed. This role has delegated responsibility to authorise expenditure for repairs and maintenance to a value of \$5,000.

**People:** *To be confirmed*

### Relationships:

#### Internal:

- Executive Leadership Team & Executive Officers and Heads Of
- Finance teams
- Project management office
- Property Services Teams
- Senior Leadership Group

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### External

- Property Services, Synod of Victoria & Tasmania
- Presbyteries and local congregations
- Department of Health and Human Services, private landlords and real estate agents
- Consultants, contractors, service providers and suppliers

### Key responsibility areas

#### Management of Property and Housing

- Ensure appropriate contracts are in place with tenants and landlord, suppliers, trades, and services
- Manage maintenance requests and issues in a timely manner through the Central Maintenance Portal
- Management of external suppliers ensuring value for money, appropriate contracts are in place, and risks are minimised
- Maintain up to date property and housing practice, policy and legislation knowledge through research and professional development opportunities
- Coordinate planning applications and approvals with governing bodies as required
- Assist in the procurement of suitable new properties for leasing
- Support, plan and manage the closure or relocation portfolio sites as required.
- Manage the security and emergency response for all sites and act as Uniting's nominated 'after hours' officer (security and facilities management)

#### Capital works program

Develop and improve a capital works program to protect Uniting assets including:

- Effectively manage the annual program of works
- Detail specifications, Contract work/ Tenders/Quotations
- Supervise and project manage capital works
- Ensure contract compliance
- Ensure defect liability and warranties are applied
- Provide regular update reports to Executive of Uniting

#### Finance

- Ensure that all activities and operations within the scope of responsibility are performed in accordance with the allocated budget and policy guidelines
- Monitor payment process and ensure performance of all contracts
- Adhere to procurement guidelines as specified and reviewed from time to time
- Manage functional/team expenditure in accordance with agreed plans, timelines and executive expectations
- Achieve objectives for your portfolio of responsibility by establishing business plans, budgets and results measurements; allocating resources, reviewing progress and adjusting course of action as required.
- Review and recommend procurement and delivery strategies for contractors, goods and services related to Property Management.
- Assist work areas with grant applications

#### Risk

- Promote a positive safety culture by contributing to health and safety consultation and communication, and through active participation in the reporting of and responding to hazards, incidents and near misses
- Take reasonable care for your own health and safety, and for the health and safety of others and keep the executive informed as necessary.
- Adhere to the organisations various policies, procedures, work practices and standard operating procedures.
- Ensure all sites meet building and safety compliance standards and provide an appropriate duty of care to workers and customers
- Monitor OHS performance within the Facilities and liaise with OH&S representatives to ensure sites are compliant with OH&S legislation

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- To be fully aware of and ensure compliance with responsibilities and requirements of the OHS Act 2004 and relevant regulations applicable to their activities and services
- Stakeholder or client management**
- Maintain an ongoing understanding of current and future client/service stream requirements.
  - Be responsive to the changing business needs and resourcing of property solutions
  - Ensure that engagement with external parties enhances Uniting's reputation and growth
- People and teams**
- Establish, lead, coach and inspire an engaged and productive team, who will establish leading practice to support to the organisation.
  - Ensure services and processes are industry leading and that managers have the tools, training and resources they need to excel
  - Provide support, guidance, coaching, leadership and empowerment to the team including feedback through performance reviews and regular supervision.
  - Promote and maintain a positive, respectful and enthusiastic work environment
  - Provide authentic team leadership and the highest level of professional conduct in alignment with Uniting's values.
- Personal accountability**
- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
  - Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
  - Ensure appropriate use of resources.
  - Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour.
  - Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
  - Identify opportunities to integrate and work collaboratively across teams.
  - Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
  - Promote a positive safety culture by contributing to health and safety consultation and communication.
  - Promptly respond to and report health and safety hazards, incidents and near misses to line management
  - Attend mandatory training sessions (i.e. equal employment opportunity, health and safety) and mandatory training specific to position.

## Performance indicators

- Performance indicators will be developed within Uniting's performance management framework band will include reporting against timeliness and service quality standards which will be established and agreed. This includes:
  - Rent payments are processed daily with any irregularities reported to the Senior Manager.
  - To ensure that all tenants have a signed lease and that these are renewed in accordance with the RTA
  - Rent arrears are audited and reported in writing to the Senior Manager on a fortnightly basis.
  - To ensure that vacancies that are within the control are processed and filled within two weeks of notification

## Person specification

- Qualifications**
- Tertiary qualification in property or related field and experience commensurate with the position
  - Current Australian Drivers Licence
- Experience**
- At least 5 years in a related property management role leading a team

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- Good people skills and be able to maintain good working relationships with a wide range of people
- Strong verbal and written communication skills
- Must be proficient with MS Office (Excel, Word, Outlook and PowerPoint) and have experience using an online Central Maintenance Portal (maintenance register)
- Ability to develop and project manage small to medium projects
- Experience within a community service organisation (within a not-for-profit an advantage)
- Must be self-motivated, detail oriented, and flexible in a fast paced and growing environment
- Ability to work well both autonomously and as part of a team
- Ability to use initiative and think laterally and strategically
- Excellent time management skills and the ability to manage multiple demands
- Knowledge of government acts and codes relating to property management.

### Core selection criteria

- Values alignment: ability to demonstrate and authentically promote Uniting's values
- Experience in housing management is essential
- Highly developed leadership, management and team development skills
- Ability to plan, implement and review programs and systems
- Experience in managing the general maintenance and upgrades of properties
- Experience in Occupational Health & Safety regulations and how they apply to the housing team
- Demonstrated experience in quality improvement processes and systems to support these processes.
- Demonstrated capacity to engage proactively with other managers and business leaders, maintain positive working relationships and contribute to the achievement of organisational goals
- Be able to maintain good working relationships with a wide range of people
- Demonstrated ability to manage large operational and capital budgets. The ability to construct and articulate business cases relating to the ownership and/or utilisation of built assets and leased property

### We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and Working With Children Check (in Victoria) and/or Working With Vulnerable People Check (in Tasmania) *prior* to commencement of any paid or unpaid work and/or participation in any service or undertaking.

***This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.***

### Employee

Name:

Signature:

Date:

### Manager

Name:

Signature:

Date:

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