

Position Description

Title:	General Manager, Housing and Property
Business Unit:	Housing and Property
Location:	Melbourne CBD
Employment type:	Full Time Ongoing
Reports to:	Chief Executive Officer

About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church in Victoria and Tasmania. We have worked alongside local communities across both states for over 100 years. We deliver a broad range of services in the areas of aged and carer, alcohol and other drugs, child, youth and families, crisis and homelessness, disability, early learning, employment and mental health.

We work with people experiencing, or at risk of, homelessness to access a range of crisis, transitional and longer-term accommodation. We offer long-term housing solutions for people on low incomes or living with disability and provide welcoming communities in independent living residences for people over 55.

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

Together, Uniting and Uniting Housing Australia (UHA) have been exploring joint opportunities to enhance and grow the community housing portfolio, consistent with the objective of 'Making Housing a Priority' for the Uniting Church. The growth strategy states a vision for Uniting to become one of the largest faith based community housing agencies in Victoria and Tasmania. To deliver on this vision a new housing and property division within Uniting will be established and we are seeking a highly experienced General Manager (GM) to create and sustain a culture of innovation and growth, who will be responsible for the overall performance of the new division and integral to its success.

Position purpose

The General Manager of Housing & Property will combine exceptional communication, negotiation and influencing skills with high level stakeholder engagement. They will be highly motivated and ambitious to meet growth targets, have a comprehensive understanding of the community housing sector within Australia, demonstrate strong financial and business acumen, and have a personal commitment to increasing the provision of social and affordable housing in Victoria and Tasmania.

This is a key senior leadership role within Uniting, reporting directly to the CEO. The GM will lead the new Housing and Property Division which incorporates six key performance areas including Tenancy Management, Asset Management, Acquisition and Divestment, Property Development, Business Planning and Reporting, Compliance and Risk. The role requires the GM to design, build and lead multiple teams of varying size and complexity across the six key areas with a view and commitment to the highest quality service delivery accompanied by substantial growth in of the social and affordable housing portfolio and delivery of property services for Uniting.

Position description

General Manager Housing and Property



Scope

- Budget:** Approx. \$10 million
Focus of the role is growth/ managing risk/debt to achieve a 45% increase in tenancies over 3 years
- People:** Four direct reports
19 indirect reports

Relationships

- Internal:**
- Executive Leadership team
 - Senior Leadership group
 - Operations
 - Housing Strategy Steering Committee
 - People & Culture
 - Finance
 - Development Advisory Panel
- External**
- Uniting Housing Australia Board of Directors
 - Uniting Church Synod of VIC & TAS
 - Housing Registrar
 - DHHS
 - NRSCH

Key responsibility areas

- Strategic management**
- Develop and drive the implementation of the strategic plan and growth strategy with the objective of 'Making Housing a Priority' for the Church.
 - Create and sustain a culture of growth and innovation, underpinned by the values of Uniting.
 - Maintain awareness of political, government, business and industry opportunities and continually position the organisation to its best advantage to increase the number of social housing stock.
 - Develop long-term, strategic relationships with government agencies, investment, community and corporate partners and philanthropic trusts.
 - Prepare feasibility studies for growth initiatives, securing external funding and development partners as appropriate.
 - Oversee the divisions financial, commercial and operational activities.
 - Monitor and ensure the organisations adherence to legal, contractual and financial obligations.
 - Prepare, implement and report on the annual business plan and budget.
 - Leverage existing assets to help increase the number of homes available to people experiencing homelessness.
 - Consult and engage with the Housing Registrar and NRSCH to gain Registered Housing Association and Tier 1 status.
- Quality service delivery**
- Oversee the leadership team to ensure high quality service delivery that meets the requirement of Housing Registrar, NRSCH and DHHS compliance requirements and other regulatory bodies.
 - Ensure all terms and conditions of the Service Level Agreement between Uniting and UHA are adhered to and met.
 - Consult and engage with the Housing Registrar and NRSCH to ensure quality compliance.

Position description

General Manager Housing and Property



- Oversee the implementation, maintenance and review of the divisions organisational structure, systems and processes.
- Oversee the development and compliance of the divisions policies and procedures.

People and teams

- Establish, lead, coach and inspire engaged and productive teams.
- Provide support, guidance, coaching, leadership and empowerment to multiple teams 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.

Legal requirements and risk management

- Ensure the division operates within the guidelines of the Residential Tenancies Act, Housing Act, Real Estate Agents Act and any other relevant legislation.
- Monitor and complete all mandatory reporting, compliance and risk activities relevant to the division on time including ASIC, ACNC, DHHS and the Housing Registrar.
- Oversee the development of risk management policies and procedures for a housing and property division.
- Ensure all legal, funder and statutory requirements pertaining to the position are met including serious incidents, reportable conduct and mandatory reporting (child safety).
- Foster a culture where risks are identified and appropriately managed.
- Ensure appropriate compliance of EHS legislation including insurance of contractors, sub-contractors.

Governance Support

- Work collaboratively with the UHA Board to ensure the Making Housing A Priority initiative is achieved.
- Resource and attend UHA Board meetings.
- Prepare and deliver reports and forecasts to the Uniting and UHA Boards.
- Research subjects, analyses data, produce and present reports, project updates and new project initiatives to a variety of audiences including Boards staff and external bodies as appropriate.

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 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.

Approved by: Chief Executive Officer	Page 3 of 5	Division: Housing & Property
Date Approved: October 2019	Printed copies of this document are not controlled.	Next Review Date: October 2020

Position description

General Manager Housing and Property



- 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

The key success factors for the General Manager, Housing and Property will be

- Creation of a business environment that incorporates innovation and best practice initiatives.
- Successful delivery of the 'Making Housing a Priority Strategy' business plan for growth.
- Successful integration on the Housing and Property Division within Uniting.
- Growth milestones achieved annually to meet the accelerated growth targets in social and affordable housing stock (45% increase in tenancies in 3 years).
- Evidence the division is commercially viable and leveraging on existing assets to deliver growth.
- Delivery of all scheduled services as outlined in the Service Level Agreement to a standard that meets the requirements of regulators.
- 100% regulatory compliance of UHA as the regulated housing provider.
- Successful development, implementation and reporting against new strategic plan and budgets.
- Continuity of delivery to existing services and local community connection.
- High levels of tenant satisfaction with tenant services delivered through a place-based model.
- Service delivery that is consumer focused and responsive.
- Service delivery and growth targets on track to achieve Housing Association and Tier 1 National Registration.

Person specification

Qualifications

- Tertiary qualification in property, business or a related field is desirable.

Experience

- At least six years' experience in a senior leadership role in the public, private or NFP sector.
- Demonstrated experience developing and driving the implementation of strategic plans and growth strategies.
- Experience in operational ownership, budget, debt and risk management and performance of a similar sized division.
- Experience leading multiple teams of varying size and complexity to achieve division objectives and meet strict deadlines.
- Experience working in or with the community housing sector with an understanding of housing regulation and compliance.
- Significant experience with engagement, collaboration and negotiation with senior stakeholders.
- Demonstrable contribution to the management of complex issues across organisational boundaries.
- Evidence of successful decision making within a fluid environment without clear guidelines or precedent.

Approved by: Chief Executive Officer	Page 4 of 5	Division: Housing & Property
Date Approved: October 2019	Printed copies of this document are not controlled.	Next Review Date: October 2020

Position description

General Manager Housing and Property



- High level personal management status, evidence of working to own initiative balancing complex and competing demands.

Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values
- **Leadership & engagement:** Demonstrated ability to engage and inspire work groups, to help form agile and high performing teams.
- **Influence & negotiation:** Ability to give and gain cooperation at all levels.
- **Financial & legal compliance:** Demonstrated ability to manage an organisations financial, legal and contractual obligations.
- **Stakeholder management:** ability to understand, relate to and manage diverse and difficult stakeholder needs.
- **Multitasking:** An ability to manage a multitude of complex tasks and projects simultaneously.
- **Problem solving:** proven high level of analysis and complex problem solving.
- **Project management:** proven ability to lead and manage projects
- **Communication:** Highly developed communication skills, both written and verbal, including an ability to prepare high level reports to Executives and external parties.
- **Teamwork:** willingness to be proactive and help others, contribution to the continuous improvement of a positive, collaborative and effective work environment.

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	Manager
Name:		
Signature:		
Date:		