

Director of Service Operations

Service Operations

Position details

Classification	EL2
Business area	Service Operations
Supervisor	National Service Operations Manager
Location	Canberra – Gungahlin (Head Office)
Position status	Full Time, standard hours
Security clearance	Baseline

OUR ORGANISATION

Do you want a role supporting our defence personnel? Defence Housing Australia is a Government Business Enterprise providing housing and related services to Australia's defence personnel and their families. Our housing portfolio at approximately 18,500 properties is one of Australia's largest, and our properties are located in all states and territories.

We take pride in serving those who protect Australia and our way of life. We are a motivated and professional organisation, welcoming people from diverse backgrounds with both private and public sector experience. We strive to continually look for innovative ways to improve and deliver services to best meet the needs of our customers. We are committed to creating vibrant and healthy workplaces and encourage you to embrace our purpose and join our team. Together we are building an inclusive culture that encourages and supports equal opportunity and celebrates the diverse voices of our employees and the communities we operate in.

ABOUT YOUR TEAM

Defence Housing Australia (DHA) provides quality housing services to Defence members and their families. In doing this, we support the operational, recruitment and retention goals of the Department of Defence.

The Service Delivery Group is responsible for meeting DHA's delivery objectives for high quality housing services, including, maintenance services, stock management, housing allocation and living-in accommodation booking services. The Service Operations team is part of the Service Delivery Group who deliver DHA's core services in tenancy, landlord and property management.

In this role, you will be a strategic leader of Service Operations to achieve strong operational performance outcomes for the region. You will be accountable for operational and financial performance targets, effective workforce planning, asset management and ensuring contractual requirements are met.

You will lead a geographically dispersed team to ensure business outcomes are achieved in accordance with corporate objectives. Through effective coaching and performance management, you will empower your team to deliver high quality customer service outcomes to all stakeholders. You will provide clear oversight and direction to build a high performing and engaged team. You will be relied on to develop strong and honest relationships with high profile stakeholders, built on an ethical foundation.

OFFICIAL

YOUR CONTRIBUTION

Our ideal candidate will have:

- Demonstrated experience setting business direction and leading a geographically diverse team through change.
- Demonstrated collaborative and transparent leadership to build a team to achieve outcomes, innovate business processes and build workforce capability.
- In-depth experience within the residential property management industry including tenancy and landlord management, an understanding of property markets and drivers and state/territory legislation.
- Exceptional engagement skills, including the ability to initiate, establish and maintain solid relationships with a broad range of stakeholders, in particular, through change initiatives, with a proven ability to manage risk and resolve conflict.
- Extensive experience in commercial financial and contract management including budget development, reporting, monitoring of expenditure and achievement of financial targets.
- The ability to develop and implement strategies to improve operational performance, drive the delivery of high quality services aligned to contractual requirements.
- A proven ability to effectively communicate the strategic direction and vision to your team and key stakeholders to deliver business innovation in a commercial environment.

WHAT WE ARE LOOKING FOR

Appointments in the Australian Public Service are merit-based. We will make an assessment of your suitability by looking at what you have done previously – the knowledge, skills and experience you have built, your potential for development, and your personal qualities.

For this role, we will consider how well you:

- Lead and motivate a geographically dispersed team within a climate of change to achieve continuous improvement, developing/implementing strategies to improve operational performance and delivering high quality services in accordance with agreed standards.
- Establish an effective framework and build internal capability to manage escalated and complex client, landlord and stakeholder concerns with professionalism and sensitivity whilst representing DHA's interests.
- Mentor regional teams to enhance staff performance and behaviour through effective leadership, workforce planning and performance management.
- Deliver high level asset management to align with our corporate strategic objectives. Ensure plans and activities are delivered and executed in line with the Portfolio Asset Management Plan and operational requirements.
- Maintain a strong knowledge of legislative issues in the real estate market. Evaluate risk, commercial return and maintenance liability to ensure that value for money services and financial objectives are met.
- Lead engagement initiatives with high-level clients and stakeholders to strengthen relationships with High Ranking Australian Defence Force representatives, DHA senior executives, government, industry and tenant representatives.
- Operate under broad direction, identify, lead and deliver business improvements in a solution-focused environment. • Prepare high quality executive reports and briefs for DHA's Senior Management, Board and the Department of Defence and other stakeholders.

CONDITIONS AND BENEFITS OF THE ROLE

This is a full-time position. DHA's core business hours are between 8.30am and 5.00pm Monday to Friday. DHA operates under flexible working hours and staff may be required to work outside core business hours at times. This role will require regular travel between the regions.

OFFICIAL

Your employment experience with DHA will include work-life balance and flexible working options, competitive salary and benefits (including 15.4% superannuation contributions by DHA), generous leave entitlements, career progression opportunities and a diverse range of interesting projects in a high performing and collaborative work environment.

HOW TO APPLY

Considering the information above, please use 500 words to detail how your skills, experience and knowledge are relevant to the role and describe the contribution you can make to DHA. This will give us an idea of your writing and comprehension ability, as well as your understanding of the role.

Please refer to the **Australian Public Service Commission's Cracking the Code** for additional assistance with your application.

OFFICIAL