

**Position Description**
**Position title: Property Manager**

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| **Mission Australia** |
| About us: | Mission Australia is a non-denominational Christian organisation that has been helping people re gain their independence for over 155 years.We’ve learnt the paths to getting back independence are different for everyone. This informs how we help people, through early learning and youth services, family support and homelessness initiatives, employment and skills development, and affordable housing. Our nationwide team delivers different approaches, alongside our partners and everyday Australians who provide generous support.Together we stand with Australians in need, until they can stand for themselves. |
| Purpose: | Inspired by Jesus Christ, Mission Australia exists to meet human need and to spread the knowledge of the love of God.*“Dear children, let us not love with words or speech but with actions and in truth.” (1 John 3:18)* |
| Values: | Compassion Integrity Respect Perseverance Celebration  |
| Goal: | To reduce homelessness and strengthen communities. |
| **Position Details:** Position Title: Property Manager  |
| Division: | Housing |
| Reports to: | National Asset Manager |
| Position Purpose: |  Managing and maintaining MA’s Freehold property assets to ensure they meet WHS and legislative requirements, the needs of our clients, our asset management obligations, as a landlord, and internal strategy, policy and procedures.  |
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**Position Requirements (What are the key activities for the role?)**

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| **Key Result Area 1** | **Property Management** |
| **Key tasks** | **Position holder is successful when** |
| * Ensure Assets comply with NCC and WHS requirements, including required certification of Essential Services including Fire services, Electrical, Warm Water Systems /Legionella testing, RPZ, lifts, etc.
* Ensure that all assets are WHS compliant.
* Ensure that Reactive, Scheduled and Periodic maintenance works including Capital works are undertaken to defined and approved Asset Maintenance Plans and to time, cost, safety and quality standards.
* Procure and manage a range of Consultants, and Contractors to provide required building and services works.
* Ensure agreed continuous improvement goals in service delivery, practices and processes to ensure organisational and industry standards are met.
* Ensure asset management plans addressing responsive, scheduled and planned maintenance, including Life cycle and capital upgrade budgets are developed and implemented for each property
* Be available 24 hours a day, 7 days a week for any security and building maintenance emergencies
 | * All Assets are maintained in serviceable condition and meet NCC and WHS requirements, and all Essential Service are certified as compliant.
* All Assets are fit for purpose, safe and compliant with all WHS requirements
* Assets are maintained in a serviceable condition
* Consultants, and Contractors provide the appropriate services to all regulatory and MAH Code of Conduct requirements on an ongoing basis
* There is a culture of continuous improvement and a goal driven approach
* Asset management plans are accurately developed and implemented and result in the ongoing sustainability of properties and minimised unexpected expenditure
* Any security and building maintenance emergencies are managed timely and appropriately
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| **Key Result Area 2** | **Asset Management** |
| **Key tasks** | **Position holder is successful when** |
| * Contribute to the development of a range of strategies for the maintenance and improvement of existing properties and long term asset planning.
* Work in conjunction with the MA Service Management to ensure ongoing alignment between the operational requirements and asset management practices.
* Working in conjunction with the National Asset Manager to effectively implement a range of asset management policies, procedures and systems to ensure they are used appropriately.
* Develop networks with other NFP, government and industry consultants in order to ensure MAH stays informed of industry best practice.
 | * Strong alignment is maintained with the operational and asset requirements of MAH/MA ensuring that both needs are met.
* Opportunities for loss and areas of risk to MAH/MA are identified and minimised.
* Relationships are established which inform MAH/MA strategy and the sharing of information in the industry.
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| **Key Result Area 3** | **Contract Management** |
| **Key tasks** | **Position holder is successful when** |
| * Ensure probity in the management of all asset related contracts.
* Ensure Consultants and Contractors have appropriate contracts, insurances and license in place prior to undertaking works.
* Ensure Consultants, and Contractors are appropriately inducted prior to undertaking works, WHS compliance, Safe Working Method Statements and are familiar with applicable policies and procedures, including any that area site specific.
* Undertake site inspections to ensure contractors are onsite and delivering services as to required standard.
* Reviewing all work completed through inspection, engagement of Site contact, research and due diligence.
* Attending properties to approve scope of works required to a consistent standard within the portfolio.
* Manage contractor performance to contract KPI’s while ensuring a constructive ‘one team’ approach.
* Consultants and Contractors are systematically audited to ensure compliance with WHS, environmental management and Contractor Code of Conduct requirements.
 | * Competitive tendering for contracts exist and contract are managed ethically.
* Contract administration meets required MA/MAH standards.
* Quality and timely works and service provided by Consultants, and Contractors.
* Maintenance service is delivered effectively in terms of time and cost.
* Financial QA is completed at submission of report and invoice from contractor.
* Work is scoped within KPI timeframe, within budget and consistency in property standards is maintained within the portfolio.
* Consultants, and Contractors meet all regulatory and MAH Code of Conduct requirements on a continuous basis.
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| **Key Result Area 4** | **Compliance and Reporting** |
| **Key tasks** | **Position holder is successful when** |
| * Ensure MAH/MA meets all external and internal compliance requirements for asset and property management.
* Property data is captured in a timely way within internal systems to facilitate effective asset management planning and reporting.
* Develop and contribute to a range of reports and analysis for internal use.
* Contribute to the preparation of asset management related financial budgets, cash flows and forecasts.
* Managing and tracking works to ensure turnaround time meets internal KPI’s.
* Regular update information into the Asset Management systems as required.
* Maintain baseline property condition data on each property through a mix of initial Property Assessment Surveys (PAS’s) and a schedule of regular and systematic property inspections.
 | * Compliance requirements for registration and accreditation are fully met or exceeded for asset & property management.
* Asset management plans and budgets are in place for each property.
* Competitive tendering for contracts exists and contracts are managed ethically.
* Reports and analysis are prepared for internal and external use as required.
* Financial information is accurate and submitted in a timely manner.
* Maintaining communication with Consultants, and Contractors their start, completions dates.
* Asset Management systems are up to date and contain accurate information.
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| **Key Result Area 5** | **Project Management** |
| **Key tasks** | **Position holder is successful when** |
| * Develop and manage project plans to track the progress of deliverables within the scope, budget and timeframe
* Facilitate stakeholder consultation, engagement and delegation of tasks.
* Identify risks and develop and implement risk management strategies to ensure projects deliverables are achieved.
* Monitor and report on projects progress to relevant stakeholders and contribute to organisational reporting systems/mechanisms.
* Contribute to and utilise project management framework systems and tools.
 | * Manage multiple projects and achieve high quality outcomes in line with set KPI’s against project.
* Engage with multiple stakeholders such as contractors, MAH staff members, local government and other NFP’s.
* Identify risks and control these through risk management systems to meet project outcomes.
* Monitor performance of project against set project plan to ensure project is completed within agreed timeframes.
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| **Key Result Area 6** | **Staff and Stakeholder Relationship Management** |
| **Key tasks** | **Position holder is successful when** |
| * MAH/MA staff and other stakeholders are supported with respect to asset management.
* Build and foster respectful and constructive working relationships with MA staff and other stakeholders.
* Build and maintain effective working relationships with external stakeholders noted below, and others as required; Government Agencies, Property Consultants /Maintenance Contractors, WHS & other professionals
 | * Staff survey show that asset management supports are satisfactory.
* Partnerships provide improvement opportunities
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| **Key Result Area 7** | **Continuous Improvement** |
| **Key tasks** | **Position holder is successful when** |
| * Review current and developing processes/system for asset management and make recommendations for process/system improvement, as appropriate.
* Complete other projects/ad hoc work required as a member of the MAH Asset Management Team.
 | * Current processes/systems meet business needs or recommendations for improvement provided
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| **P****U Work Health and Safety** Everyone is responsible for safety and must maintain:* A safe working environment for themselves and others in the workplace
* Ensure required workplace health and safety actions are completed as required
* Participate in learning and development programs about workplace health and safety
* Follow procedures to assist Mission Australia in reducing illness and injury including early reporting of incidents/illness and injuries

 **Purpose and Values** |
| * Actively support Mission Australia’s purpose and values;
* Positively and constructively represent our organisation to external contacts at all opportunities;
* Behave in a way that contributes to a workplace that is free of discrimination, harassment and bullying behaviour at all times;
* Operate in line with Mission Australia policies and practices (EG: financial, HR, etc.);
* To help ensure the health, safety and welfare of self and others working in the business;
* Follow reasonable directions given by the company in relation to Work Health and Safety.
* Follow procedures to assist Mission Australia in reducing illness and injury including early reporting of incidents/illness and injuries
* Promote and work within Mission Australia's client service delivery principles, ethics, policies and practice standards
* Actively support Mission Australia’s Reconciliation Action Plan.
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**Recruitment information**

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| **Qualification, knowledge, skills and experience required to do the role** |
| * Extensive Property and Asset Management experience (Client side - min 7-10 yrs.)
* Good working knowledge and comprehension of principles and practice of life cycle asset management
* Good knowledge of NCC, WHS and relevant Australian Standards, Legislation, codes and standards
* High level of knowledge in HVAC systems
* Ability to manage multiple concurrent projects
* Proficient in MS Office in particular Word, Excel, Project, & Visio
* High-level customer service focus
* High level relationship management skills
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| * Property and/or asset management qualifications
* Tertiary qualifications in Building Services, Property Management or a related field
* Senior Trade qualification and other related tertiary qualifications

**Key challenges of the role** |
| * Successfully planning for and executing all asset maintenance activities, within budget and resource restraints while ensuring a safe and compliant asset for our clients, staff, and visitors.
* Procuring and managing a range of multi faceted property Consultants and Maintenance Contractors
* Managing Consultants and Contractors performance to contracted KPI’s and remediating poor performance.
* Managing a broad range of tasks with competing priorities
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**Compliance checks required**

**Working with Children** [x]

**National Police Check** [x]

**Vulnerable People Check** [x]

**Drivers Licence** [x]

**Other (prescribe)** [ ]  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Approval**

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| **Manager name**  | Andrew Layton | **Approval date** |  |