

## Mission Australia

About us:	<p>Mission Australia is a national Christian charity that has been standing alongside Australians in need since 1859. Our vision is for an Australia where all of us have a safe home and can thrive.</p> <p>We deliver homelessness crisis and prevention services, provide social and affordable housing, assist struggling families and children, address mental health issues, fight substance dependencies, support people with disability and much more.</p> <p>Given the right support, we believe everyone can reach their full potential. That's why we stand together with Australians in need, for as long as they need us.</p>
Purpose:	<p>Inspired by Jesus Christ, Mission Australia exists to meet human need and to spread the knowledge of the love of God.</p> <p><i>"Dear children, let us not love with words or speech but with actions and in truth." (1 John 3:18)</i></p>
Values:	Compassion Integrity Respect Perseverance Celebration
Goal:	End homelessness and ensure people and communities in need can thrive.

## Position details:

Position Title:	<b>Senior Asset Officer</b>
Division:	MA Housing
Classification:	
Level:	SCHADS – Level 4
Program:	MA Housing
Reports to:	Regional Asset Manager SYD/QLD
Position purpose:	<p>Managing maintenance requests from tenants and other stakeholders. Ensuring tenants receive a proactive and responsive maintenance service and are kept informed on status of works.</p> <p>Managing contractor work order delivery to achieve prompt, high quality, cost effective and compliant maintenance outcomes. Carrying out quality assurance audits, including property inspections of contractor works. Identifying and highlighting works defects / non-compliances and managing rectification process.</p> <p>Scoping works.</p> <p>Building positive relationships with all stakeholders through an integrated service delivery approach to asset management.</p> <p>Carrying out a range of asset related projects, supporting the Regional Asset Manager and assisting others as directed.</p>

## Position requirements (What are the key activities for the role?)

Key Result Area 1	Proactive Asset Management
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> <li>Assist in the development and implementation of asset management plans in accordance with approved templates and required timeframes.</li> <li>Contribute to the development of strategies for maintaining and improving properties, and long term asset planning.</li> <li>Assist the Regional Asset Manager to promote an integrated service delivery approach to asset management</li> <li>Assist the Regional Asset Manager to effectively implement and comply with asset management policies, procedures and systems.</li> <li>Ensure Asset works comply with Workplace Health &amp; Safety requirements, and environmental requirements, including required certification of Essential Services including fire services, electrical, warm water systems /Legionella testing, RPZ, lifts, etc</li> <li>Ensure essential service certification programs are up to date and current with essential services inspected and tested as per relevant codes and standards.</li> <li>Assist in providing regular reports and analysing data to ensure a planned approach to asset management and that value for money is being achieved</li> </ul>	<ul style="list-style-type: none"> <li>Asset management plans are accurately developed and implemented and result in the ongoing sustainability of properties and minimised unexpected expenditure</li> <li>The Asset portfolio is maintained to an equitable and appropriate standard with Asset management plans and budgets in place for portfolio.</li> <li>Strong collaboration exists across asset, tenancy and community development teams within the region</li> <li>Possibilities for loss and areas of risk to MA Housing's business are identified and minimised. Clear and uniform processes are in place and employed across the portfolio.</li> <li>All Assets are maintained in serviceable condition and meet NCC and WHS requirements, and all Essential Services are certified as compliant</li> <li>Essential Services are maintained to legislative requirements and in good working order.</li> <li>Weekly, monthly and quarterly reports are provided</li> </ul>
Key Result Area 2	Customer Service & Maintenance Triaging
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> <li>Provide high quality and responsive customer service ensuring that all clients are treated with respect and supported to manage their properties and address maintenance needs according to MA Housing asset management policies and procedures.</li> <li>Provide responsive, professional and dedicated service to clients of MA Housing whilst ensuring good financial management of asset spend</li> <li>Through sequenced questioning identify client maintenance needs, determine</li> </ul>	<ul style="list-style-type: none"> <li>Feedback from clients demonstrates that the asset service meets clients' needs.</li> <li>Client maintenance requests are dealt with in a timely manner and appropriately triaged.</li> <li>Maintenance works are appropriate to the circumstance and meet MA Housing's asset management policies and procedures.</li> <li>Maintenance requests are efficiently logged in MA Housing systems and with the outsource maintenance contractor.</li> <li>Tenancy and property issues are reported to the Housing Services team in a timely manner</li> </ul>

<p>maintenance works priority, and communicate expectations to tenant.</p> <ul style="list-style-type: none"> <li>• Log maintenance requests in asset management systems.</li> <li>• Communicate with the Housing Services team to identify any tenancy and property care issues</li> <li>• Maintain a high levels of customer service by responding to all responsive maintenance issues via phone or face-to-face in a prompt, courteous and professional manner.</li> </ul>	
<b>Key Result Area 3</b>	<b>Work Order and Invoice Management</b>
<b>Key tasks</b>	<b>Position holder is successful when</b>
<ul style="list-style-type: none"> <li>• Ensuring maintenance requests and invoicing are reviewed and managed regularly to effectively manage and report on budgets and to ensure timeframes are met.</li> <li>• Ensure contractor invoices are accurate, quality assurance checks are done and that maintenance works demonstrate value for money.</li> <li>• Assists the Housing and Asset Management team to maintain good governance and administration of responsive maintenance works by keeping accurate records, files and information to the relevant systems and provides accurate information to management.</li> </ul>	<ul style="list-style-type: none"> <li>• Maintenance service is delivered effectively in terms of time and cost.</li> <li>• Conflicts and issues are successfully resolved through exceptional problem solving, negotiation and influencing skills.</li> <li>• Records are effectively maintained and Management Reporting is accurate and delivered in a timely manner.</li> <li>• Maintenance work is cost-efficiently coordinated and executed, supporting the Finance Team's financial goals and obligations.</li> <li>• Customer service feedback is positive and there is measurable improvement in response times to maintenance issues. Feedback from clients and stakeholders is positive.</li> </ul>
<b>Key Result Area 4</b>	<b>Maintenance Contractor Management</b>
<b>Key tasks</b>	<b>Position holder is successful when</b>
<ul style="list-style-type: none"> <li>• Carrying out regular inspections in accordance with the schedule of contractor works and identifying and communicating to contractor any works defects or non-compliances and remediation expectations.</li> <li>• Assist the Regional Asset Manager in managing contractor performance to deliver quality maintenance works while ensuring a constructive 'one team' approach.</li> <li>• Maintenance contractors are regularly audited to ensure compliance with work quality, timeliness, WHS, environmental management and Code of Conduct</li> </ul>	<ul style="list-style-type: none"> <li>• Maintenance works are of acceptable quality and comply with specifications.</li> <li>• Tenants are satisfied with works and service provided by contractors.</li> <li>• Maintenance service is delivered effectively in terms of time and cost.</li> <li>• Outsourced maintenance providers meet all regulatory and MA Housing Code of Conduct requirements on a continuous basis.</li> <li>• State licencing, WHS, environmental and MA Housing code of conduct requirements are met by outsource maintenance contractor.</li> <li>• Regular inspections of completed maintenance works is completed using</li> </ul>

<ul style="list-style-type: none"> <li>Managing and tracking contractor performance to ensure compliance with KPI's</li> <li>Require outsource maintenance contractor to provide evidence of trade licencing, and compliance with WHS, environmental and MA Housing Code of Conduct requirements, escalating any serious or unresolved issues to Project Manager.</li> </ul>	<p>standard templates. Contractors are notified of any issues</p> <ul style="list-style-type: none"> <li>Working with the contractor to support them to understand their KPI requirements and provide regular reporting to them</li> <li>Asset Management System is up to date and contains accurate information.</li> </ul>
<b>Key Result Area 5</b>	<b>Stakeholder Relationship Management</b>
<b>Key tasks</b>	<b>Position holder is successful when</b>
<ul style="list-style-type: none"> <li>Housing staff and other stakeholders are supported with respect to understanding asset management processes</li> <li>Build and foster respectful and constructive working relationships with Housing staff and other stakeholders.</li> <li>Build and maintain effective working relationships with external stakeholders such as Government Agencies, Maintenance Contractors, Specialist Consultants and other professionals as required;</li> </ul>	<ul style="list-style-type: none"> <li>Staff survey confirms that asset management supports other business units.</li> <li>An Integrated Service Delivery approach is implemented and fostered, strong partnerships provide improvement opportunities.</li> <li>Effective working relationships are fostered and grown with all relevant external stakeholders</li> </ul>
<b>Key Result Area 6</b>	<b>Project Management</b>
<b>Key tasks</b>	<b>Position holder is successful when</b>
<ul style="list-style-type: none"> <li>Develop and manage project plans to track the progress of deliverables within the scope, budget and timeframe</li> <li>Facilitate stakeholder consultation, engagement and delegation of tasks.</li> <li>Identify risks and develop and implement risk management strategies to ensure projects deliverables are achieved.</li> <li>Monitor and report on projects progress to relevant stakeholders and contribute to organisational reporting systems/mechanisms.</li> <li>Contribute to and utilise project management framework systems and tools.</li> </ul>	<ul style="list-style-type: none"> <li>Multiple projects are managed and high quality outcomes in line with set KPI's against project are achieved.</li> <li>There is solid engagement with multiple stakeholders such as contractors, MA Housing staff members, Tenants, local government and other housing providers</li> <li>Risks are identified and managed through risk management systems to meet project outcomes.</li> <li>Project performance is monitored against set project plans to ensure project is completed within agreed timeframes.</li> </ul>

*Note - The duties listed in this position description may not be all encompassing. Employees may be required to perform other reasonable duties as requested.*

## 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 (e.g. Financial, HR, etc.)
- Promote and work within Mission Australia's client service delivery principles, ethics, policies and practice standards
- Contribute to an organisational culture that promotes Mission Australia's [commitment to the safety and wellbeing of all children and young people](#)
- Actively support Mission Australia's [Reconciliation Action Plan](#).

## Recruitment information

### Qualification, knowledge, skills and experience required to do the role

#### Knowledge, skills and experience –essential

- Strong customer service experience and stakeholder management
- Experience and ability to identify maintenance issues and triage.
- Experience and ability to understand maintenance and building contracts.
- Administratively disciplined.
- Intermediate excel skills
- Ability to work cooperatively with tenants and within a community.
- Experience working as part of an effective team.
- Experience working with stakeholders and partners.

#### Knowledge, skills and experience –desirable

- Knowledge and experience in maintenance delivery
- Knowledge of Housing Schedule of Rates and Technical Specifications
- Experience within the social and affordable housing sector

Compliance checks required

- Working with Children

☒
- National Police Check

☒
- Vulnerable People Check

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- Driver's Licence

☒
- Other (prescribe)

☒
- \_\_\_Covid 19 Vaccination

Approval

Natalie Curran, Regional Manager Asset Services

Day Month Year

Manager name

Approval date