

Mission Australia

About us:	<p>Mission Australia is a non-denominational Christian organisation that has been helping people regain their independence for over 155 years.</p> <p>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.</p> <p>Together we stand with Australians in need, until they can stand for themselves.</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:	To reduce homelessness and strengthen communities.

Position Details:

Position Title:	Strategic Asset Manager
Division:	Housing
Reports to:	General Manager Operations
Position Purpose:	<p>Purpose:</p> <p>This role will report to the General Manager of Operations and is responsible for developing and supporting the delivery of Strategic and Operational Asset Management Plans across MA's Housing entities.</p> <p>The role will ensure through strategic asset management planning and delivery that Housing will achieve value for money and that the Housing portfolio meets the needs of our clients and staff and supports the strategic aims of MA.</p> <p>This senior role will work closely with Operations, New Business and Property Development teams to oversee the acquisition, disposal, and effective management of all MA Housing's properties nationally and will support developments of new property projects and opportunities.</p> <p>The role will engage internal and external stakeholders extensively, will be responsible for supporting the Operations team to achieve asset contract compliance and will explore asset-based funding and sustainability opportunities.</p> <p>The role will seek to increase the asset capabilities across the organisation by providing support to Regional and State based teams across a range of</p>

asset related tasks including developing asset plans and budgets, analysing property data, contractor management and service improvement initiatives.

This role will ensure that MAH:

- **Manages our assets well so that positive outcomes for the organisation, tenants, stakeholders and community are maximised**
- Delivers higher quality services to tenants, applicants and stakeholders;
- Builds reputation and brand with government and key stakeholders; and
- Supports sustainable growth.
- Works from a foundation of continuous quality improvement
- Delivers innovative and sustainable asset management services
- Manages contracts efficiently and effectively

Key challenges of the role

The key challenges are to:

- Building the asset capabilities of the Operations team and increasing the performance across the asset team
- Ensure a consistent approach to asset management across the organisation's regions and entities.
- Analyse property data and use this data to provide strategic advice for the long-term sustainable management of properties.
- Ensure compliance with asset management across key areas of contract management, legislation, safety, and operations.
- Helping to achieve and maintain good tenant satisfaction scores.
- Develop a culture of service excellence.
- Engage with a wide range of stakeholders across all areas of the business to develop, document and implement best practice asset processes across the organisation.
- Ensure an integrated and solutions focussed service delivery approach across MAH and MA and across service streams within Housing.
- Project manage number of concurrent projects including asset management planning, defects programs, budgeting, and service improvement initiatives.

Position Requirements

Key Result Area 1	Strategic Asset Management
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> • Working with multiple teams and business units, develop, implement, and review annually, MA Housing's Strategic Asset Management Plan • Work with State and Regional Teams to develop and support delivery of long- and short-term asset management plans using property condition data to inform plans. • Ensure yearly asset management plans address responsive, cyclical, and planned maintenance and are developed and managed within budget constraints. • Monitor and report on asset management plans and budgets to ensure plans and budgets remain on track. • Identify and manage any risks to the successful delivery of asset plans. • Contribute to MA Housing's development of a range of strategies and service improvement plans for the maintenance and improvement of existing properties and long-term asset planning. • Working in conjunction with the wider Operations team to effectively implement a range of asset management policies, procedures, and systems to ensure they are used appropriately. • Provide asset based subject matter expertise through a range of internal forums such as new business and asset strategy meeting. • Develop networks with other housing providers, government, and industry consultants in order to ensure MA 	<ul style="list-style-type: none"> • Strategic Asset Management plan is developed, implemented, and monitored. • Asset Management Plans are developed using property data and are implemented and monitored. • Asset management plans are developed and deployed which result in the ongoing sustainability of properties and minimised unexpected expenditure. • Regular reporting is completed on the progress of asset management plans. • Risk management action plans are in place for asset plans. • Expert asset advice is provided on a range of MA Housing strategies and in relevant forums. • Consistent policies and procedures are developed and embedded. • Strong alignment is maintained with the operational and asset requirements of MAH ensuring that both needs are met. • Relationships are established across the sector which inform MA Housing strategy and the sharing of information in the industry

Housing is informed of industry best practice	
Key Result Area 2	Organisational Capability Development
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> • Work with the Senior Leadership and Service Delivery and Support team to develop tools and resources to support the effective operational management of Housing's assets. • Work with the State Managers and Regional Asset Managers to provide training and increase their understanding of and access to property condition data and information to support effective asset management plans. • Lead strategic asset meetings, collaborating with staff across the organization to ensure strategic asset management plan is implemented. • Contribute to a range of service improvement initiatives. • Work closely with the Systems team to ensure that system meets the asset needs of the organization. • Provide regular reporting and analysis of property information to increase understanding of the Housing portfolio 	<ul style="list-style-type: none"> • Staff have access to tools and resources to support effective asset management. • MA Housing's asset capability increases through the development of tools, resources, recruitment and upskilling of staff. • Regular training is provided to staff on a range of asset topics including condition data, systems, asset planning. • Quarterly strategic asset management meetings are held. • Service improvement initiatives are delivered in collaboration with Service Delivery and Support team. • Housing and asset systems are fit for purpose. • Regular reporting and analyses on data is provided
Key Result Area 3	Contracts and Compliance
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> • Ensure that the organisation maintains 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. • Ensure probity in the management of all assets related contracts including tendering for new contracts and programs. • Develop processes, working with regional teams to ensure maintenance contracts are proactively managed. 	<ul style="list-style-type: none"> • Property data is captured in a timely way within MA Housing's internal systems to facilitate effective asset management planning and reporting. • Competitive tendering for contracts exists and contract are managed ethically. • Contract administration meets accreditation standards. • Contractors are met with regularly and contractor performance is reported on.

<ul style="list-style-type: none"> • Develop processes to support good contract management of maintenance contractors including QA and contractor management. • Develop tools and support regions to manage contractor performance to contract KPI's, ensuring value for money is achieved and performance is proactively managed. • Ensure MAH meets all external and internal compliance requirements for asset and property management. • Analyse tenant feedback on maintenance and property condition and develop action plans to improve satisfaction on key areas 	<ul style="list-style-type: none"> • Outsourced maintenance providers meet all regulatory and contract requirements on a continuous basis. • Staff have the tools needed to manage contract compliance. • MA Housing achieves meets compliance obligations. • MA Housing maintains high tenant satisfaction scores and are above benchmark for core benchmark areas.
Key Result Area 4	Performance Reporting
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> • Develop and contribute to a range of reports and analysis for MAH for internal and external use. • Contribute to the preparation of asset management related financial budgets, cash flows and forecasts. • Provide regular reporting across key areas of operational asset management, including asset management plans and projects. • Regularly analyze data and use it to inform asset decisions and service improvements. • Monitor asset KPI performance and manage areas of low performance. • Provide regular reporting to leadership team to support new business and development projects. 	<ul style="list-style-type: none"> • Reports and dashboards are developed to monitor KPI's and property condition. • Housing leaders have access to reports across critical business areas. • Provide regular reports on the status of a range of asset management plans and projects. • Data is interpreted and recommendations made to support successful operations. • KPI's and report requirements are regularly reviewed and updated. • Service improvement programs delivered as needed. • Operational performance is monitored and managed. • Expert advice provided on new business projects
Key Result Area 5	Project Management
<ul style="list-style-type: none"> • Develop and manage asset-based project plans to track the progress of deliverables within the scope, budget, and timeframe. • Participate in stakeholder consultation, engagement, and delegation of tasks. 	<ul style="list-style-type: none"> • Lead and provide support on multiple projects and achieve high quality outcomes in line with set KPI's against project. • Engage with multiple stakeholders such as MAH staff members, MA staff, Government



<ul style="list-style-type: none"> • 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. 	<p>administration departments and others as required.</p> <ul style="list-style-type: none"> • 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. • Manage multiple projects and achieve high quality outcomes in line with set KPI's against project.
<p>Key Result Area 6</p>	<p>Relationship and Stakeholder Management</p>
<p>Key tasks</p>	<p>Position holder is successful when</p>
<ul style="list-style-type: none"> • Develop strong, collaborative relationships with the Housing and Operations teams, particular State Managers and Regional Asset Managers • Develop a range of internal networks with MA domain experts to leverage existing expertise. • Develop external networks with a range of stakeholders including Civica, Assetic, maintenance providers, government bodies, other housing providers etc. to inform the ongoing development of Housing systems. • Represent Housing at functions and seminars as required. • Build trust and rapport with internal and external clients 	<ul style="list-style-type: none"> • Successful collaboration enables positive relationships with the operations team. • Opportunities are identified to leverage existing expertise across MA and information is shared across the organization. • External networks support the continual development of Housing in line with the needs of industry best practice standards. • Effective and positive relationships are developed and maintained with internal and external stakeholders, and within the sector.
<p>Key Result Area 7</p>	<p>Integrated Service Delivery</p>
<p>Key tasks</p>	<p>Position holder is successful when</p>
<ul style="list-style-type: none"> • Work within a framework of Integrated Service Delivery • Explore opportunities to utilize Housing systems to support integrated service delivery. • Lead Strategic Asset delivery through an integrated service delivery approach encouraging collaboration between teams to achieve positive outcomes. 	<ul style="list-style-type: none"> • Integrated Service Delivery is embedded across all of Operations. • Housing systems support integrated service delivery. • Housing teams are engaged and encouraged to contribute. • Positive working relationships are established across the operations team.

<ul style="list-style-type: none"> • Work collaboratively with Operations teams to deliver asset-based services to staff, clients, and community. • Drive a national and consistent approach across all regions in relation to asset processes 	<ul style="list-style-type: none"> • National processes are developed and implemented that provide for local context. • Asset processes are consistent across all regions
--	---

Note - The duties listed in this position description may not be all encompassing. Employees may be required to perform other reasonable duties as requested or work to complete specific KRAs to meet program compliance, funder, or Mission Australia requirements.

Work Health and Safety

People leaders must:

- Ensure effective management practices are implemented to mitigate risk and ensure the health and safety of workers, clients, and visitors.
- Ensure consultation practices are in place to enable workers to be involved in risk management planning, incident reporting and safe work practice activities to improve work, health, and safety.
- To acquire and keep up to date knowledge of work health and safety matters.
- Follow procedures to assist Mission Australia in reducing illness and injury including early reporting of incidents/illness and injuries.

Leadership

- Set the Leadership standards through demonstration of values-based leadership and actively promote values-based behaviours within Mission Australia
- Build and maintain an effective and skilled team by establishing role clarity at direct report level ensuring that performance expectations, development and accountabilities are clearly set and reviewed regularly.
- Establish and maintain team structure that ensures that the right people are in place to manage, develop, grow, or maintain the function to meet Mission Australia's current and future needs.
- Drive a culture of openness, feedback and productivity by coaching and developing team members to achieve their full performance potential and conduct constructive and timely management of non-performance or team issues.

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

Recruitment information

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

- Tertiary qualifications in relevant field
- Relevant senior level asset experience, ideally in the social housing sector or building & construction industry.
- Ability to drive performance and deliver results.
- Outstanding oral and written communication skills
- Demonstrated knowledge of social housing systems in Australia
- Exceptional relationship and contract management skills
- Ability to manage multiple concurrent projects simultaneously.
- High-level customer service focus
- Experience in analysing, managing, and reporting on large amounts of data and providing regular reports.
- Experience in developing professional documents including asset management plans, policies, and business plans.
- Intermediate skills across Excel, PowerPoint, Teams

Competencies

- Action oriented and takes accountability to achieve results in line with set timeframes.
- Builds and maintains sustainable internal and external relationships.
- Demonstrates courage in leadership to confront issues and risks and escalates as appropriate in accordance with procedure.
- Effective communication and active listening skills, demonstrating the ability to present information, decision and reasons confidently, clearly, and concisely selecting the appropriate medium.
- Demonstrated experience working and collaborating effectively with others, ensuring key stakeholders are involved, sharing information, and ensuring people are kept informed of progress, changes, and issues.
- Ability to deal with ambiguity and complexity.
- Demonstrated strong leadership skills with effective change management capabilities.

- Professional writing
- Relationship Management
- Project Management
- Technical Expertise
- Values Alignment
- Organisational Awareness
- Communication and influence
- Financial reporting and performance
- Results orientated.
- Client focussed.

Compliance checks required.

- | | |
|-------------------------|-------------------------------------|
| National Police Check | <input checked="" type="checkbox"/> |
| Vulnerable People Check | <input type="checkbox"/> |
| Drivers Licence | <input checked="" type="checkbox"/> |
| Other (prescribe) | <input type="checkbox"/> |

Approval

Manager name

Davina Lomas

Approval date

June 2023