**POSITION DESCRIPTION**

**Property Development Quality Manager**

# **ABOUT UNITING**

**Our purpose:** To inspire people, enliven communities and confront injustice.

**Our values:** As an organisation we are imaginative, respectful, compassionate and bold.

At Uniting, we believe in taking real steps to make the world a better place. We work to inspire people, enliven communities and confront injustice.

Our services are in the areas of aged care, disability, child and family, community services, and chaplaincy and we get involved in social justice and advocacy issues that impact the people we serve. As an organisation we celebrate diversity and welcome all people regardless of lifestyle choices, ethnicity, faith, sexual orientation or gender identity.

Uniting is one of the largest not-for-profit community service providers in NSW and the ACT, with a rich history of providing services to the community for more than 100 years. Uniting is the services and advocacy arm of the Uniting Church NSW & ACT and as such Uniting leaders understand, support and can express the mission and purpose of the Uniting Church.

Our focus is always on the people we serve, no matter where they are at in their life. Our range of supports and services are designed in partnership with clients and around their needs

# **ABOUT THE ROLE**

The Property Development Quality Manager is a role within the Property Development Team and is responsible for overseeing and ensuring the quality and efficiency of property development projects from inception to completion. This role requires a deep understanding of property development processes, project management, industry standards, and quality assurance practices. The manager will collaborate with cross-functional stakeholder teams internally as well as external parties including architects, engineers, contractors, and project managers. The ideal candidate will have strong leadership skills, attention to detail, and a track record of successfully managing complex property development projects.

The role also is responsible for the management of other quality functions within the team including Design Quality Management, Construction Quality Management and Commissioning Management.

This position will manage the development, production, maintenance & revision of the Uniting Property Development Process and then establish and implement a Quality Assurance Process to achieve high compliance / quality. The role will be responsible for leading innovation, industry change, and sharing lessons & learnings and education & training as well as overseeing an expert team to review design documentation, construction progress, process, safety, quality of works, compliance (with Australian Standards and industry best practice), defect identification and rectification

# ROLE KEY ACCOUNTABILITIES

You’ll play a valuable role as a member of the Property Development team in:

* Contributing to a stronger and more unified Uniting
* Working towards the defined priorities and outcomes for the Property Development team and your specific areas of accountability
* Working with your colleagues to understand Uniting and Business Stream strategies ensuring a consistency in service delivery, practice and maximising performance
* Working productively and collaboratively as a positive role model both within your team and with others across Uniting

**As the Quality Manager your role will**:

**Development, production, Implementation & Review of Property Development Processes at Uniting**

* be responsible for development, production, maintenance, revision and innovating the Uniting Property Development Process across the property development lifecycle. This would involve all process & procedure related elements which are needed during the delivery of a property development project at an organisation like Uniting. Including:
  + Documentation of the phases, flowcharts, processes, procedures, roles & responsibilities, checklists, key milestones and review expectations, requirements and quality assurance in a policy & supporting documents
  + Development of supporting tools & templates and educate and train their use
  + Development of development standard tools such as building KPIs, file structures, standards for using particular items (e.g. Aconex / Estatemaster), standard consultant briefs and RFT/P’s templates, standard contracts, contract processes & registers, Principle Project Requirements etc
  + Engage with Design Quality, Construction Quality, and Commissioning Managers to establish and integrate key quality management items from their areas into an overall process.
  + Engage with internal teams who interface with property developments to understand and document their interfaces and expectations with the UPDP – set expectations – provide education, familiarisation and training where necessary.
  + Establishing and undertake ongoing training the team on Project Management requirements for project delivery excellence, and for all Property Development tools
* Project Planning & Execution: Collaborate with project teams to develop a comprehensive set of base / proforma documents including functional briefing, scoping, project plans, including timelines, budgets and resource allocation, Request for Proposal documents, contracts etc.
* Monitor project progress for quality process review: Establish development KPIs and standards, create a review process, identify potential issues and proactively address them to ensure successful project delivery
* Process Improvement: Continuously assess property development processes, identify areas for improvement and implement strategies to establish best practices to optimise project delivery
* Risk Management: Identify & mitigate potential risks associated with property development projects generally. Develop risk management strategies and contingency plans to minimise project disruptions.
* Stakeholder Management: Foster strong relationships with internal and external stakeholders. Establish a process and requirements for ensuring best practice and regularly review feedback and make any changes to ensure satisfaction is maximised.
* Documentation and Reporting: Create requirements and a system for the maintenance of accurate project documentation, including contracts, permits and project records. Regularly review compliance and report. Create standard reports which inform stakeholders and governance groups. Educate & train users and review for compliance. Review for improvements & innovation

**Quality Management**

* Develop & implement quality assurance processes and procedures to ensure that all property development projects meet or exceed industry standards and comply with relevant regulations
* Establish quality control measures and conduct regular inspections to ensure that property development activities adhere to the Property Development Process. Address non-compliance promptly by planning with teams on strategies to implement which provide corrective actions
* Review the adherence with governance and other requirements of the UPDP.
* Drive commitment to standards, conformance and quality within Property Development team
* Check quality of documentation and ensure conformance with UPDP / standards
* Ongoing collation of relevant data for benchmarking

**Education**

* To educate and train relevant internal and external parties on Uniting Property Development Process within Uniting
* To support the Property Development Team in the use and application of the UPDP throughout project lifecycle.
* Provide guidance, mentorship and support to ensure high performance and professional development of colleagues through training and education

**Construction Quality – (might end up with a Construction Quality Manager)**

* be responsible for managing and overseeing a portfolio of complex construction projects which may be staged. Overseeing the performance of the COW team across a state-wide portfolio…
* Ensure your teams delivery of a quality built-form outcome by checking & advising on the quality of all aspects of the building works
* to innovate, create, maintain, enforce, amend, propose and refine Construction Quality Management processes and governance to ensure successful built form outcomes and the safe delivery of construction projects
* to develop, demonstrate and mentor best practice client-side construction management discipline
* oversee several projects and manage others to ensure the construction project outcomes are fulfilled including mentoring, review, quality assurance and training and professional development
* be to assemble high performing construction quality management teams responsible for the successful delivery of all elements of the construction process including design, procurement, construction, commissioning and safety a focus on time, quality and budget requirements.
* create and manage an effective construction management team through employment, training, processes, mentoring and engagement focused on quality built form outcomes delivered safely

**Design Quality Management**

* manage & oversee the Design Quality Management team.
* Work with the team to develop processes and systems which tie seamlessly into the overall Uniting Property Development Process.
* Continually evolve the Design Quality process to ensure satisfactory design direction, oversight and design quality.
* Train and develop the Design Quality Management team
* Undertake regular reviews to gather lessons and learnings, share these and work with the team to make necessary improvements

**Evaluation and innovation**

* To be across industry changes and innovations which would affect the UPDP or project quality / process outcomes, communicate these and integrate them into the UPDP as part of regular reviews
* Continuously looking for improvements to how Uniting undertakes property developments. Keep up with industry changes
* To undertake post occupancy evaluation of property developments & standards to innovate and achieve organisational and industry best practice
* To provide analysis of Australian and international research and practice to innovate and achieve organisational and industry best practice
* To understand and evaluate competitors’ models and offerings for organisational best practice

# **ABOUT YOU IN THE ROLE**

**Your classification: Property Development Quality Manager**

**Your directorate:**  Property

**You’ll report to:** Head of Property Development

**Your key relationships:**

Internal:

* With Property Development Managers, Assistant Property Development Managers, Property Operations, Strategy Managers, Finance, Procurement, Design Quality Manager, Construction Quality Manager, Commissioning Manager, Clerks of Works
* With Functional Service Directors, Strategic Managers, Service and Village Managers, Marketing & Sales,
* With Property Committees, Boards, Internal Interest Groups.

External:

* With Consultants and Professionals, Local and State Government Agencies, Councils, Compliance Regulatory Authorities, Building Contractors, Project Managers
* With land owners, developers, industry groups, real estate agents,
* Property development and project stakeholders

# **YOUR RESPONSIBILITIES**

**Financial management:**

* Ensure that all activities and operations within the scope of responsibility are performed in accordance with the allocated budget and policy guidelines
* Understand the impact that good efficient design has on financial feasibility. Be able to align design and product to meet market. Be able to understand and interrogate design to ascertain opportunities for where design can better enhance financial outcomes.

**Operational Processes**

* Develop, participate and comply with all quality management systems and processes
* After consultation, you’ll be willing to undertake additional duties, transfer to another equivalent position or assume higher duties when required
* Contribute to the implementation of Uniting policies, processes, systems and platforms (including technology) so as to ensure efficiency of the wider organization

Maintain awareness of and fulfill responsibilities, authorities and accountabilities as defined by Uniting’s health, safety and wellbeing management system and in adherence to the attached WHS responsibilities by role

**People Management:**

* Act as a constructive member of the Property Development team
* Contribute to a culture of openness, feedback, quality and productivity
* Actively engage and participate in the performance management framework and review processes across Uniting
* Engage in professional development and set and fulfill development goals for yourself;
* Contribute to the creation of a cohesive, productive and quality focussed team
* At all times follow direction verbally or in writing from your manager
* Build and maintain effective team relationships – within own team and across business streams / functions by establishing role clarity at direct report level and ensuring that performance expectations, development and accountabilities are clearly set and regularly reviewed
* Positively model the Code of Conduct and Ethical Behaviour for Uniting
* Represent the Uniting culture and values internally and externally, communicating and acting in ways that are consistent with values of Bold, Respectful, Imaginative and Compassionate
* Model the values and an understanding of the Uniting Church, respecting and valuing the inherent dignity and uniqueness of each person, celebrating diversity, prioritising collaboration, passionately pursuing social justice and inclusion
* Take care for the safety of yourself and others at all times and undertake work in a safe manner in accordance with policies, procedures and instructions (written or verbal) and in adherence to the attached WHS responsibilities by role

# KEY PERFORMANCE INDICATORS

**Financial management:**

* Planned initiatives are delivered on time, to budget and to the approved scope.
* Activities are managed for maximising financial and social returns whilst meeting scope and operational outcomes.

**People management:**

* Feedback from your line Manager confirms your contribution as a member of the Property Development team
* Feedback from colleagues and their teams confirms your contribution to an integrated Uniting
* Standards of professional behaviour demonstrate alignment with the Uniting values and are effectively role modeled in all workforce interactions

# THE IMPORTANT DETAILS

**Qualifications:**

* Degree or Master’s Degree in Property Development or another property-related area
* Project Management Qualifications

**Your experience ticks the following boxes:**

* Minimum 10 years practical property development experience
* Large organisation experience managing & controlling complex property development projects
* Aged Care, Retirement Living experience preferred. Hospitals, Residential, Hotels or other design experience will be considered.
* Project Management experience.
* At least 10years experience in a site based position on multi-storey building projects is desirable;
* Significant experience in complex construction sequencing or Design Management
* Extensive/sound knowledge of the BCA, Australian Standards and other relevant NSW and National Codes of Practice,
* Extensive/sound knowledge of construction principles and practices, particularly within a context of residential buildings and a campus environment
* Demonstrate experience in creating, operating and enforcing property development processes / policy
* Excellent written and verbal skills – particularly in writing processes & procedures & policies and creating supporting tools & templates
* Proven ability to educate, train and develop teams
* Will understand and be able to demonstrate person management skills. Will understand how to develop quality processes and procedures to effectively ensure successful outcomes from their teams
* A demonstrated passion for social change and contributing to an organisation of influence for the most disadvantaged
* Skilled at navigating a complex organization, forging relationships, effective communication and managing through influence rather than direct authority as required
* Previous experience in a construction quality management role – especially managing or creating a high quality team
* Sound knowledge of the quality management systems standard AS/NZS ISO 9001, AS4801 Workplace Health and Safety Management Systems, and the environmental management systems standard AS/NZS ISO 14001

**Even better:**

* Post graduate qualification in another Design, Property Development, Project Management, Quantity Surveying, Town Planning, Construction discipline
* Member of relevant industry peak bodies
* Aged Care and Retirement Living experience.
* Significant stakeholder management experience.

**Core Competencies:**

* You operate with personal integrity and a values base that aligns with Uniting’s
* You succeed through excellent communication skills and a high service orientation
* You engage successfully with clients and other team members as required
* You are capable but do not have “something to prove”
* You manage projects and manage multiple competing tasks to ensure delivery against objectives
* You have strong written and verbal communication skills
* You thrive on helping others to succeed;
* You are an exceptional team player
* You have a high level of energy and enthusiasm
* You leverage your experience without always referring to it
* You genuinely care about the organisation

# KEY CAPABILITIES

**Individual leadership**

* **Improving performance -** Works with others and offers suggestions to find ways of doing the job more effectively.
* **Owning the job -** Takes ownership for all responsibilities and honours commitments within their own role and strives to achieve goals with a "can-do" attitude to levels of excellence.
* **Perseverance** - Remains committed to completing the job in the face of obstacles and barriers.
* **Timeliness of work -** Sets achievable timeframes and works to complete projects, tasks and duties on time.

**Business Acumen**

* **Organisational Operation -** Displays awareness of Uniting’s business objectives and understands how personal objectives relate to those objectives.
* **Organisational Objectives -** Has broad awareness of Uniting’s vision and values and how they apply to issues in the team.
* **Develops and Grows the Business –** Understands team and organisational goals and works collaboratively with Team Members to achieve organisational goals**.**
* **Makes Sound Decisions –** Analyses problems, seeks input from relevant people and then takes appropriate action to implement the most effective solution in a timely manner.

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| **Employee Name:** |  | **Managers Name:**  **Title** |  |
| **Date:** |  | **Date:** |  |
| **Signature:** |  | **Signature:** |  |

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| ACCOUNTABLE POSITION | WHS ACCOUNTABILITIES  (AS PER WHS ACT 2011) | ACTION DEMONSTRATING ACCOUNTABILITIES |
| WORKERS (EMPLOYEES, AGENCY STAFF, CONTRACTORS, VOLUNTEERS, STUDENTS) | **While at work, all workers (WHS ACT 2011 Sec 28) must:**   * take reasonable care for his or her own health and safety * take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other people * comply, so far as the worker is reasonably able, with any reasonable instruction that is given by Uniting to allow the * organisation to comply with this Act * co-operate with any reasonable policy or procedure of Uniting relating to health or safety at the workplace that has been notified to workers | **All workers must:**   * follow Uniting WHS policy and programs to protect the health and safety of people at work and to understand your personal responsibilities for WHS * attend and/or complete safety-related training including induction and emergency preparedness * comply with WHS instructions from your supervisor/manager, training information, safe work procedures and emergency wardens * if performing new or unfamiliar work, seek information, instruction or training and supervision from your supervisor to perform work safely without risking the health, safety and wellbeing of yourself or others * use equipment that has been provided for your health, safety and wellbeing * report all hazards, incidents and injuries to your immediate supervisor * participate in discussions/consultation about changes to workplace/premises or job task/practice * wear clothing, footwear and personal protective equipment (PPE) needed appropriate for the work being done * do not put other people’s health, safety and wellbeing at risk by your action or inaction |