

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>"Dear children, let us not love with words or speech but with actions and in truth." (1 John 3:18)</p>
Values	Compassion Integrity Respect Perseverance Celebration
Goal	To reduce homelessness and strengthen communities.

Position title: National Manager, Asset Maintenance Services

Classification	Non Award
Employment type	Full time - Permanent
Responsible to	General Manager, Operations
Responsible for	Asset Maintenance services for the MAH portfolio and MA Freehold properties
Position Purpose	Managing the National Maintenance Program across the MAH and MA property portfolio including responsive and planned maintenance, remedial projects, major maintenance works, upgrade works and environmental initiative projects
Key Challenges	<ul style="list-style-type: none">• Working with Housing Services and Community Development Teams to implement an Integrated Service Delivery approach to managing properties and maintenance services• Providing detailed reporting and analysis across maintenance contracts and programs• Managing budgets across repairs programs and categories and providing regular reporting• Ensuring compliance across a range of maintenance contracts and programs• Ensuring value for money is achieved through our maintenance contracts and programs

Position Requirements

Key Result Area 1 - Asset Maintenance Management

Key tasks

- Manage the National Asset Maintenance Program and Teams at MAH
- Develop and implement strategies for effective delivery of responsive, cyclical and planned maintenance of all properties within the portfolio
- Ensure yearly asset management plans addressing responsive, cyclical and planned maintenance are developed and implemented for each property within your housing portfolio
- Effective management of the asset maintenance budget, ensuring the budget is developed using a planned approach, that the budget is tracked, managed and reported on.
- Oversee the essential services programs at MAH ensuring that all properties comply with safety requirements and that programs are tracked and reported on
- Establish and maintain baseline property condition data on each property through a mix of initial Property Assessment Surveys (PASs) and a schedule of regular and systematic property inspections.
- Maintain currency of PAS data in property system and use this data to inform long term planned maintenance scheduling and budgeting.
- Promote an Integrated Service Delivery approach within asset team and support the collaboration between operations teams to achieve client and organisation outcomes
- Implement a continuous quality improvement approach to asset maintenance to ensure the ongoing development and improvement of services
- Work with the National Asset Team to develop a defects rectification plan including prioritising works, developing long term budgets, tendering and managing works, contracts and reporting

Position holder is successful when

- Coordinated and consistent approach to Asset Maintenance programs is developed
- Strategies, policies and procedures are developed and implemented to support the effective delivery of maintenance programs
- Asset management plans are developed and implemented which result in the ongoing sustainability of properties and minimised unexpected expenditure
- Annual and long term asset maintenance budgets are developed and annual spend aligns to budget
- 100% compliance is achieved in regards to essential service compliance
- All properties have regular PAS inspections and regular reporting and analysis is completed of data to inform longer term asset planning
- Asset teams work closely with Housing Services and Community Development teams
- Asset services are regularly reviewed, feedback from stakeholders is sought and improvement programs developed
- Defects programs are proactively managed to ensure value for money is achieved and works prioritised

Key Result Area 2 - Reporting, Contract Management & Compliance

Key tasks

- Contribute to the preparation of asset management related financial budgets, cash flows and forecasts.
- Work with the GM, Operations and GM Property Strategy and Delivery as well as the Asset Team to develop yearly asset management plans and budgets addressing responsive, cyclical and planned maintenance
- Provide regular reporting on key asset service programs including essential services, insurance, PAS
- Provide weekly, monthly and quarterly Performance Reporting tracking critical KPI's and providing analysis of results
- Support the Contracts and Compliance team with internal and external reporting obligations in relation to asset maintenance
- Provide regular analysis of asset maintenance program using data to support longer term asset planning and service improvement
- Proactive management plan is implemented for outsourced maintenance contractors
- Ensure maintenance contracts meet all external and internal compliance requirements
- Ensure probity in the management of and tender of all asset related contracts.
- Carry out a national review of all MAH contracts and programs
- Work with Property, Legal and Asset teams to develop and manage multi-trade contracts, exploring opportunities for consolidation, better tenant and organisation outcomes and VFM
- Retender or renew expiring contracts
- Risk are identified early, reported on and managed according to MA and MAH policies and procedures

Position holder is successful when

- Annual asset budget is developed for all regions and long term asset budgets are developed using data driven approach
- Yearly asset management plans are developed and implemented for each region which support the ongoing sustainability of properties and minimised unexpected expenditure.
- Regular asset reporting is provided on key areas of asset services to demonstrate compliance
- Defects programs are Opportunities for loss and areas of risk to MA Housing's business are identified and minimised.
- Other parts of the business are supported in regard to receiving regular asset information
- Data from asset programs is used to inform future services and service improvements
- Maintenance contractors are managed according to contracts
- Contract administration meets regulatory and contractual standards.
- Competitive tendering for contracts exists and contracts are managed ethically.
- Maintenance service is delivered effectively in terms of time and cost and tenant outcomes
- LAHC Maintenance contract transferred to MAH in 2021
- Value for money is achieved through effective contract development and management
- Risks are managed in accordance with policies

Key Result Area 3 - Developing and Managing Asset Management Plans and Budgets

Key tasks

- Work with the GM Property Strategy & Delivery and the GM Operations to develop medium and long term asset management plans
- Use a data informed approach to the development and management of asset management programs, plans and budgets
- Engage internal and external stakeholders in the development and implementation of asset plans
- Support the organisation to understand asset programs by providing tools, resources, training and information to staff
- Proactively contribute to the organisation business planning and budget planning process
- Engage with Housing Services and Community to develop and implement local area plans to support the growth of regions and achieve positive outcomes for tenants and communities
- Provide regular reporting on progress of asset plans and budgets
- Proactively manage plans and budgets to ensure programs are delivered on time and in budget

Position holder is successful when

- National and regional asset management plans and budgets are delivered using a collaborative and data driven approach to development
- Key stakeholders are engaged to contribute to and understand asset plans
- Training and education is provided to support staff outside the asset team understand asset programs
- Asset team contribute to development of organisational business plans, budgets and local area plans
- Asset teams work with Housing Services and Community Development teams to identify and delivery on improvement opportunities for tenants and communities
- Regular reporting is completed on all asset programs, plans and budgets
- Asset plans are completed on time and within budget

Key Result Area 4 - Staff and Stakeholder Relationship Management

Key tasks

- An integrated service delivery approach is implemented within Asset team to ensure that at a local and national level a collaborative approach is taken to MAH operations
- Staff and other stakeholders are supported with respect to understanding asset maintenance programs and processes
- Build and foster respectful and constructive working relationships with Housing staff and other stakeholders
- Develop networks with other housing providers, government and industry consultants in order to ensure MA Housing is informed of industry best practice.
- Build and maintain effective working relationships with external stakeholders noted below, and others as required:
 - DCJ
 - LAHC
 - Maintenance Contractors
 - WHS/Other Professionals

Position holder is successful when

- Teams work together to solve housing issues, support stronger tenancies and communities and provide asset services
- Staff feedback demonstrates satisfaction with asset team and understanding of asset services
- Asset team regularly engage and collaborate with other Housing teams
- MAH Asset team represent MAH in a range of internal and external forums.
- Relationships are established with external agencies to support the MAH strategy and the sharing of information in the industry.
- Good working relationships are established with key stakeholders

Key Result Area 5 - Project Management

Key tasks

- 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.

Position holder is successful when

- 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 CHP'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.

Key Result Area 6 - 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

Knowledge, skills and experience - essential

- Extensive property & asset maintenance experience in a residential setting
- Advanced excel skills
- Strong reporting and analysis background
- Strong financial acumen including developing, managing and reporting on budgets
- Exceptional relationship management skills.
- Ability to manage multiple concurrent projects.
- High-level customer service focus.

Knowledge, skills and experience - desirable

- Property and/or asset management qualifications
- Community housing sector experience

Approval

Manager name	Davina Lomas	Approval date	July 2020
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