

POSITION DESCRIPTION

Asset Management Support Coordinator

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. We have more than 550 services, as far north as Tweed Heads, as far west as Broken Hill, and as far south as the ACT.

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

This is a role within the Asset Management team and is responsible for coordinating activities within the Asset Management team and providing direct administrative support to the Head of Asset Management.

This role is focused on the provision of timely and professional coordination, administration, and logistical support for the wider Asset Management team.

ROLE OBJECTIVES

You'll play a valuable role as a member of the Asset Management Team in:

- Contributing to a stronger and more unified Asset Management Team and the broader Uniting;
- Working towards the defined priorities and outcomes for the Asset Management team and your specific areas of accountability;
- Working with your colleagues to understand and apply the translation of Uniting and Business Stream strategies through your regional and/or local plans, thereby ensuring a consistency in service delivery, practice and maximising performance.
- Actively participating in communication to understand and contribute to a One Uniting way of operating.
- Working productively and collaboratively as a positive role model both within your team and with others across Uniting.

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As Asset Management Support Coordinator your role will:

- Contribute to the efficiency and effectiveness of the wider Asset Management team
- Coordinate meetings including assisting with the compilation of meeting papers, agendas and other information prior to the meetings and the distribution of minutes
- Undertake communication responsibilities as required, including telephone, personal and written correspondence and general liaison within Uniting and with other agencies and the wider community on behalf of Asset Management
- Support Head of Asset Management and Asset Managers to develop and track Operational and Capital budgets and monitor P&Ls
- Support and where required develop and maintain data collection information systems as required
- Work with other Uniting functions and teams to ensure coordination across the organisation, standardising on efficient processes and delivering continuous improvement;
- Develop and produce monthly management reports to measure and assess team performance
- Monitor Monthly budget performance for each Asset Area and present risks and issues
- Drive specific projects within the Business Plans.
- Assist the Asset Management Team in documentation for department best practice for governance, quality and good WH&S business planning ensuring alignment with the organisation strategic goals.
- Maintain files as required in a logical efficient and current state

ABOUT YOU IN THE ROLE

Your classification: Award Free

Your directorate: Property and Housing

You'll report to: Head of Asset Management

Your key relationships:

Internal:

- Head of Asset Management and wider Asset Management team;
- All other Uniting business streams

External:

- Regulatory and government agencies
- Industry bodies
- Contractors providing service to Uniting

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
- Review and code invoices in preparation for authorisation in line with the delegation's schedule
- To assist and undertake the management of budgets, creation and management of purchase orders and invoices
- To assist and undertake the management, documentation and processing of project costs and cost reporting.
- Conduct random audits on invoice fixed rates comparison to tender rates as directed by the Head of Asset Management

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- Support Head of Asset Management and Asset Managers to develop and track Operational and Capital budgets and monitor P&Ls
- Communicate any errors or questions to Finance and similarly the response from Finance to Operations and Program Managers and Coordinators

Operational Processes

- All stakeholders in your area of responsibility are constantly communicated with and remain informed and involved in appropriate aspects and projects as relevant
- Data collection and performance monitoring systems are in place and implemented
- Administration support delivered to a consistently high standard across the business unit.
- Coordinate the logistical arrangements for all meetings convened by the Head of Asset Management, including minute taking where necessary; agenda development; invitations; catering and room set-up including audio-visual equipment where necessary and post meeting clean-up;
- All communications to the Head of Asset Management, that do not require their direct response, are appropriately managed;
- Professional presentation and preparation of all documentation, communications (both written and verbal) and materials;
- Involvement in and coordination of project activities
- Maintain effective data warehousing management systems, specifically SharePoint for the wider Asset Management team
- Management of the end to end property insurance claims
- Resolve discrepancies and handle difficult exceptions, recognising problem areas as they arise and making recommendations to the Head of Asset Management for action
- Contribute to the implementation of Uniting policies, processes, systems and platforms to ensure efficiency of the wider Asset Management team and organisation.
- Maintain awareness of and fulfil responsibilities, authorities and accountabilities as defined by Uniting's health, safety and wellbeing management system and in adherence to WHS responsibilities by role.
- 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.

Client Management:

- Ensure that engagement with external parties enhances Uniting's reputation and growth.
- Maintain a high standard of conduct and work performance to promote our reputation with key internal and external stakeholders.

People Management:

- Act as a constructive member of the Asset Management and Property and Housing teams;
- Contribute to a culture of openness, feedback and productivity;
- Actively engage and participate in the performance management framework and review processes across Uniting;
- Engage in professional development and set and fulfil development goals for yourself;
- Contribute to the creation of a cohesive and productive team;
- Build and maintain effective team relationships – within own team and across business streams / functions;
- 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

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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:

- Performance is monitored on an ongoing basis and financial targets achieved as established by the annual budget process.
- All invoicing is administered in an accurate and timely manner
- Opportunities for cost optimisation or instances where existing supply arrangements aren't being maximised are continuously monitored and reported on

Operational processes:

- All stakeholders in your area of responsibility are constantly communicated with and remain informed and involved in appropriate aspects and projects ;
- All coordination and support activities are arranged and undertaken in a timely and professional manner
- All administrative tasks are performed to the standard required of the Head of Asset Management

Client management:

- Stakeholders are responded to and followed up in a professional, timely and accurate manner;
- Client feedback indicates their respect for your services (work) provided and a good working relationship
- Effective client relationships are in place and stakeholders indicate high levels of satisfaction with service delivery

People management:

- Feedback from your line Manager confirms your contribution as a member of the Asset Management 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 modelled in all workforce interactions

THE IMPORTANT DETAILS

Qualifications:

- At least 5 years' experience project coordination;
- An advanced level of computer literacy and competency in Microsoft applications;
- Demonstrated experience in minute taking, effective management of team meetings, recording actions and maintaining updates, keeping people accountable;
- Great attention to detail and accuracy and an ability to translate documents into various formats maintaining high level presentations;

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- A demonstrated passion for social change and contributing to an organisation of influence for the most disadvantaged;
- Ability to manage multiple projects and meet predetermined timelines with minimal supervision;
- Skilled at navigating a complex organisation, forging relationships, and managing through influence rather than direct authority as required

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 juggle tasks to ensure delivery against objectives
- You have strong written and verbal communication skills
- You thrive on helping others to succeed; even if it is at a cost to you.
- 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 thrive on successful outcomes and not on processes.
- You genuinely care about the organization.

Employee Name:		Managers	Emmanuel Varipatis
		Name: Title	Head of Asset Management
Date:		Date:	
Signature:		Signature:	

ACCOUNTABLE POSITION	WHS ACCOUNTABILITIES (AS PER WHS ACT 2011)	ACTION DEMONSTRATING
<p>WORKERS (EMPLOYEES, AGENCY STAFF, CONTRACTORS, VOLUNTEERS, STUDENTS)</p>	<p>While at work, all workers (WHS ACT 2011 Sec 28) must:</p> <ul style="list-style-type: none"> - 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 	<p>All workers must:</p> <ul style="list-style-type: none"> - 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