**POSITION DESCRIPTION**

**ASSET COORDINATOR (PROPERTY)**

# **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**

# To ensure that all property and land based assets, plant and equipment are maintained to meet required functional performance to support service delivery outcomes by providing leadership and operational support to all maintenance projects and initiatives.

# ROLE OBJECTIVES

You’ll play a key management role as a member of the Property & Housing Team in:

* Developing a stronger and more unified Uniting
* To enable regional care and accommodation services to be provided in a safe, sustainable and home-like environment through the timely provision of planned and unplanned maintenance
* To ensure maintenance work is completed with minimal impact on service delivery with cost effective contractors and consultants who are compliant with corporate standards and WHS
* Working with your colleagues to translate Business Stream strategies into regional and/or local plans and tactics, thereby ensuring a consistency in co-ordination and that performance is maximised
* Providing team leadership and working productively as a positive role model

As Asset Co-ordinator your role will:

* Provide efficient and effective management of the Facilities
* Demonstrate cost management and value in decision making
* Develop and nurture relationships with internal and external stakeholders
* Ensure optimal building and asset performance
* Work in support of other Uniting functions and teams to foster coordination across the organisation, avoiding duplication, standardizing on efficient processes and delivering continuous improvement
* Manage delivery of room refurbishments and specific projects within the Business Plans.

# **ABOUT YOU IN THE ROLE**

**Your classification: Level 4 Management**

**Your directorate:**  Property & Housing

**You’ll report to: Asset/Lead Asset Manager**

**Your direct reports:**  Maintenance Officers

**Your key relationships:**

Internal:

* With Asset Managers
* With Asset Officers
* With Service Managers
* With Village Managers
* With Residents

External:

* Outsourced Service Providers

# **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
* Manage functional/team expenditure in accordance with agreed plans, timelines and executive expectations
* Achieve objectives for your areas of responsibility by supporting the business plans, budgets and results measurements; allocating resources; reviewing progress and adjusting course of action as required
* Adherence to Life Cycle Management Plans of assets

**Operational Processes:**

* Ensure alignment with property operation policies, guidelines, processes, standards, and tools, including inspection and maintenance of assets, management of fire safety, security, contractor compliance with WH&S, computerised maintenance management and other electronic systems, quality management systems and maintenance of the asset register.
* Ensure assets are managed efficiently, have appropriate levels of security based on risk, deliver corporate objectives and optimise asset life cycle costs by implementing initiatives in the maintenance of assets and energy / water efficiencies.
* After consultation, you’ll be willing to undertake additional duties, transfer to another equivalent position or assume higher duties when required
* Implement Uniting policies, processes, systems and platforms (including technology) so as to ensure efficiency of the wider organization
* Provide and / or make arrangements for the provision of supervision, training, instruction, information and equipment necessary for staff in your area of responsibility to perform duties in a safe, effective and efficient manner
* 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
* Participate and comply with all quality management systems and processes

**Client Management:**

* Ensure that engagement with external parties enhances Uniting’s reputation and growth whilst holding suppliers accountable to agreed SLA’s and KPI’s.
* Maintain a high standard of conduct and work performance to promote our reputation with key internal and external stakeholders
* Ensure resident privacy and dignity at all times
* Establish and nurture collaborative relationships based on trust, integrity, respect and community.

**People Management:**

* Act as a constructive member of the Property & Housing team
* Represent the Property & Housing team and its decisions to your own team members
* Provide role clarity to your direct reports and team, ensuring that performance expectations, development and accountabilities are clearly set and that progress is monitored and assured with provision of effective feedback
* 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 and your team
* Model and 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
* Build and maintain an effective and skilled maintenance team by establishing job clarity and ensuring that performance expectations are clearly understood.
* Positively model and hold direct reports accountable for upholding the organisation’s Code of Ethical Behaviour.

# KEY PERFORMANCE INDICATORS

**Financial management:**

* Performance is monitored on an ongoing basis and financial targets achieved as established by the annual budget process
* Ensure short term and long term adherence to life cycle cost planning to preserve financial sustainability

**Operational processes:**

* All stakeholders are constantly communicated with and remain informed and involved in appropriate aspects and projects of the performance of your team or area
* 80% response times for reactive maintenance within agreed targets.
* Agreed maintenance standards are achieved.
* 80% achievement of Environmental Sustainability Indices.
* Number of work related injuries (Contractor / worker).
* WH&S Management System compliance levels
* Performance of major contractors is assessed regularly and appropriate audits on performance are implemented.

**Client management:**

* Client feedback shows sustained improvement
* Client feedback indicates their respect for services (work) provided and a good working relationship with you and your team
* 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 effectiveness as a people manager and your positive contribution as a member of the Property & Housing team
* Feedback from colleagues and their teams confirms your contribution to an integrated Uniting
* Safety reports confirm WHS as a priority and effective management/reduction of incidents is evidenced
* Standards of professional behavior demonstrate alignment with the Uniting values and are effectively role modeled in all workforce interactions
* Formal annual performance reviews are conducted against agreed KPI’s for all direct reports and position descriptions are reviewed and updated annually

# THE IMPORTANT DETAILS

**Qualifications:**

* Trade qualification in a maintenance discipline, facility management or engineering or equivalent relevant work experience.
* Driver’s license

**Your experience ticks the following boxes:**

* 3 years in similar role
* Detailed knowledge and understanding of legislation that relates to buildings, workplace health and safety.
* Knowledge of relevant building codes, planning regulations and aged care regulations.
* Demonstrated ability to maintain buildings and equipment to be compliant with legislation and / or corporate standards.
* Demonstrated ability to assess and mitigate risk in a physical asset environment.
* Highly developed interpersonal and communication skills.
* Demonstrated experience managing both internal employees and external suppliers
* Experience in supervising and developing people in a maintenance position.

**Even better:**

* Degree Qualified (Built Environment, Engineering, Property)
* Experience in a senior maintenance position responsible for aged care facilities, hospital(s), housing, hotel(s) or similar building portfolio desirable

**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 are an exceptional team player
* You thrive on helping others to succeed; even if it is at a cost to you.
* You have a high level of energy and enthusiasm.
* You engage successfully with a wide range of stakeholders
* Knowledge and understanding of legislation that relates to buildings, workplace health and safety.
* Knowledge on the application and use of CMMS.
* Demonstrated ability to develop and supervise maintenance programs
* Demonstrated ability to maintain buildings and equipment to be compliant with legislation and / or corporate standards.
* Demonstrated ability to assess and mitigate risk in a physical asset environment.
* Highly developed interpersonal and communication skills.
* Computer Skills

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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 |
| LINE MANAGERS AND SUPERVISORS (WORKERS WITH LINE MANAGEMENT ACCOUNTABILITY  FOR WHS) | **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 | **A manager/supervisor in these roles must demonstrate active and visible leadership for WHS by:**   * familiarise yourself with the Uniting WHS policy and procedures to understand personal accountability for WHS * ensure work is carried out according to Uniting WHS policy and procedures in your areas of responsibility * understand WHS hazards in the workplace by: * discussing WHS monthly activities at team meetings * speaking regularly to workers and safety personnel * reviewing hazard and incident reports * attending risk assessments * ensuring workers receive training, support and supervision to do their jobs safely * promptly address WHS issues brought to you for resolution, including consultation with staff * take up WHS issues to your manager where unresolved at the site level * keep records of WHS activities accessible for viewing by safety personnel and Safe Work inspectors * prepare WHS information about your workplace(s) for discussion with your supervisor |