

POSITION DESCRIPTION

Asset Officer

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 Property & Housing team and is responsible for coordination and administrative activities associated with asset management including property contracts, property management, maintenance requests and maintenance activities.

This role is focused on supporting the property team, enabling optimum asset management and maintenance services to be provided in the field.

ROLE OBJECTIVES

You'll play a valuable role as a member of the Property & Housing Team in:

- Contributing to a stronger and more unified Uniting
- Working towards the defined priorities and outcomes for the Property & Housing 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 in order 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

As an Asset Officer your role will:

- Contribute towards the efficiency and effectiveness of the Property & Housing team
- Manage and Administer the Computerised Maintenance Management System (CMMS) for the local Asset Management team this includes maintaining contract records, asset information, planned preventative maintenance schedules, contractor records
- Manage and coordinate work requests for the local asset team
- Provide support in the management of shared office spaces
- Ensure that property contractors are effectively undertaking work on behalf of the organisation in conjunction with the Asset Manager and Asset Coordinators
- Support local asset teams by providing up to date information on maintenance activities
- Ensure maintenance contract agreements are kept up to date and that contractor KPI and review meetings are scheduled
- Be the subject matter expert and local administrator for CMMS and other property and organisational applications (Grade 2 and 3)
- Pulse IT administrator (Grade 3)

ABOUT YOU IN THE ROLE

Your classification: EA
Your directorate: Property & Housing

You'll report to: Asset Manager/Lead Asset Manager

Your key relationships:

Internal:

- Asset Coordinator
- Maintenance Officers
- Gardeners
- Village Managers
- Service Managers

External:

- Service Contractors

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
- Compliance to Uniting finance processes including raising, receipting purchase orders and invoices

Operational Processes

- Communicate with staff and managers on planned preventative maintenance programs
- Maintain asset register records ensuring that new capital acquisitions and changes are updated in the CMMS
- Train Uniting staff in the use of the CMMS
- Undertake processing of invoices

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- Accept work requests from staff and residents through CMMS and phone and triage appropriately
- Assign work orders to maintenance staff
- Assign work orders to contractors
- Ensure a balanced allocation of work assignment to property staff and contractors
- Follow up work orders with Asset Coordinator as required to ensure work is being undertaken in a professional and timely way
- Ensure electronic filing systems are kept up to date, in particular with reference to documents required to meet regulation and other legislative requirements
- Manage and maintain other systems and processes including contractor on-line, sharepoint and other document control systems (Grade 2 and 3)
- Produce monthly reports on KPI performance for the local Asset Management team
- 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
- Participate and comply with all quality management systems and processes
- Be a subject matter expert for the CMMS and other applications (Grade 2 and 3)
- Attend BCG, minute and action BCG items (Grade 3)
- Provide back-up support across multiple campuses for other asset officers

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 Property & Housing team
- 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 fulfill 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 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:

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- Performance is monitored on an ongoing basis and financial targets achieved as established by the annual budget process

Operational processes:

- All stakeholders in your area of responsibility are constantly communicated with and remain informed and involved in appropriate aspects and projects
- All stakeholders are constantly communicated with and remain informed and involved in appropriate aspects and projects of the performance of your area
- 95% of Asset reports are prepared from BEIMS (CMMS) within 3 days of due date
- 95% of contractors met Uniting compliance contractor requirements
- 95% Work requests are assigned within priority matrix
- 90% of SME actions are completed within associate time frames (Grade 2)
- 90% of BCG actions are completed within associated time frames (Grade 3)

Client management:

- Client feedback shows sustained improvement in Property surveys
- 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
- 80%+ Customer satisfaction rating achieved

People management:

- Feedback from your line Manager confirms your contribution as a member of the Property & Housing 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:

- Higher school certificate or equivalent experience

Your experience ticks the following boxes:

- 5 years+ working in property/maintenance environment
- Strong knowledge of contractor management and WH&S requirements
- Excellent computer skills
- Capacity to prioritise in a dynamic operation environment
- Customer focus
- Excellent written and verbal communication skills
- A demonstrated passion for social change and contributing to an organization of influence for the most disadvantaged
- Skilled at navigating a complex organization, forging relationships, and managing through influence rather than direct authority as required

Even better:

- Experience in Aged Care and/or Retirement Living
- CMMS experience or knowledge or systems
- Capacity to show flexibility and innovation

Core Competencies:

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- 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 manage projects and juggle tasks to ensure delivery against objectives
- You have strong written and verbal communication skills
- You are an exceptional team player
- You have a high level of energy and enthusiasm
- You thrive on successful outcomes and not on processes
- You genuinely care about the organization

Employee Name:		Managers Name:	
		Title	
Date:		Date:	
Signature:		Signature:	

ACCOUNTABLE POSITION	WHS ACCOUNTABILITIES (AS PER WHS ACT 2011)	ACTION DEMONSTRATING ACCOUNTABILITIES
WORKERS (EMPLOYEES, AGENCY STAFF, CONTRACTORS, VOLUNTEERS, STUDENTS)	<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