

Position Description	
Position Title:	General Manager UPC
Status	Full time - ongoing
Primary location	Kensington
Date PD Adopted:	July 2021
PD Review Date:	July 2023

## About Unison

Unison provides a diverse range of housing services in Victoria, including social housing, affordable housing, transitional housing and owners corporation services.

We believe that affordable housing is the foundation on which to build a life of value, but that a good life takes more than just housing. A good life takes place in a community.

We provide affordable housing, and work to reduce disadvantage and social exclusion for people who have previously been homeless, by helping to create communities around them. Unison also assists over 3,500 people each year who are homeless or at risk of homelessness.

Unison is proud to be an Equal Employment Opportunity (EEO) employer. We are committed to the safety of both our clients and staff and engaging in a diverse workforce. Unison encourages individuals of diverse backgrounds, including but not limited to, those from the Aboriginal and Torres Strait Islander, Culturally and Linguistically Diverse and the LGBTIQ+ communities to join our workforce.

### Vision

Communities that thrive.

### Mission

Collaborate to create vibrant, sustainable communities that meet the needs of renters, owners and people who are homeless, by developing, managing and providing access to affordable housing.

## Organisation values

Unison is a values-based organisation and seeks to cultivate a culture founded on quality of service delivery, responsiveness, collaboration and respect for others.

It is an environment that requires all team members to maintain high standards of work in line with our Values:

- People:** We put the customer at the heart of what we do, we value each other and welcome diversity
- Respect** We are respectful of all and welcome open and honest discussion
- Positivity** We have a positive and dynamic approach to our work. We embrace change, learn from our mistakes and seek to find solutions
- Accountability** We do what we say we will do

## Position Objectives

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Unison Property Corporation (UPC) is a non-for-profit entity related to Unison established to conduct commercial activities in order to generate financial support to Unison and offer additional service offerings to clients.

The role is responsible for the strategic planning, growth and overall operational and financial performance of UPC.

## Key Accountabilities

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### General

- Overall accountability and management of UPC as an entity and of all its activities
- Ensure WHS compliance of employees working for UPC and external contractors
- Manage and oversee major projects
- Leverage the State Government's social procurement framework to grow the UPC business

### Commercial activities

- Develop and execute the UPC Strategic Plan and associated Operation Plans
- Identify new business opportunities and secure contracts to achieve the organisation's strategic goals
- Identify and drive opportunities to improve efficiency, quality, customer service and enhance profitability
- Ensure effective management of contracts including monitoring performance and taking improvement action where required
- Establish and maintain strong relationships with existing and potential customers

### Organisational Leadership Promotion of Positive Culture

- Contribute to and continue to develop organisational culture
- Provide leadership, direction and support to staff, facilitating the delivery of high-quality work in a positive and inclusive, results driven environment
- Encourage and support others to respond positively to change and the future directions of UPC
- Facilitate the achievement of departmental and organisational goals via staff performance and accountability
- Deal effectively with issues escalated from staff under direction that require decisions or intervention to achieve required resolution
- Lead by example

### Financial Resources Management

- In consultation with the Director Finance, prepare annual budgets and long-term forecasts
- Monitor performance against budget and take corrective action where required
- Ensure expenditure is incurred in line with relevant policies and procedures

### Compliance and Risk

- Ensure adherence and compliance with all relevant acts, regulations and other requirements as determined by statutory authorities and regulatory bodies, as well as Unison Policies and

Procedures. This includes but is not limited to Occupational Health and Safety and Owners Corporations legislation.

- Ensure that staff are aware of and comply with legal, contractual and organisational requirements and foster a culture in which all staff understand their role in maintaining compliance
- Ensure key risks are identified and managed in accordance with the organisation's policies and procedures
- Preparation of reports for the Board as required by the CEO

Other duties as requested from time to time by the CEO.

## Key Selection Criteria

Qualifications, Experience & Licences	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Tertiary qualification(s) in relevant discipline such as Business, Management, Finance.</li> <li>• Extensive demonstrated experience and success in managing a business</li> <li>• Broad and deep knowledge and experience in leading, managing and developing a team, particularly in a change context</li> <li>• Proven ability to lead growth of an organisation</li> <li>• Experience at Executive level</li> <li>• Current Driver's Licence</li> </ul> <p><b>Preferred</b></p> <ul style="list-style-type: none"> <li>• Experience in business development</li> <li>• Experience working in Owners corporations or cleaning services</li> </ul>
Personal Qualities	<ul style="list-style-type: none"> <li>• A demonstrated commitment to social justice and to the empowerment of disadvantaged members in the community</li> <li>• Strong personal affinity with Unison values</li> <li>• Results oriented and metrics driven</li> <li>• Ability to lead by example and demonstrate a strong sense of integrity, ethics and dependability</li> <li>• Able to respond positively to constructive feedback and to follow directives</li> <li>• Self-motivated and able to set own goals and workplan</li> </ul>
Knowledge and skills	<ul style="list-style-type: none"> <li>• Strategic thinking, planning and creative problem-solving skills</li> <li>• Strong communication skills and an ability to negotiate with and influence a range of stakeholders</li> <li>• Skilled at building good client relationships working together with a one-team approach</li> <li>• Highly organised and reliable with excellent time management practices</li> <li>• Process-driven with the ability to review, establish and implement policies and procedures consistently</li> <li>• Able to manage multiple tasks from start to completion</li> <li>• Ability to work under pressure and with limited supervision</li> <li>• Respond to internal and external enquiries effectively and promptly</li> </ul>

Workplace Health and Safety	<ul style="list-style-type: none"> <li>• Proficient in MS Word, Excel, Outlook</li> <li>• Ensure that Unison's Occupational Health and Safety Policy and Procedures are continually observed and complied with.</li> <li>• All employees have a duty to take reasonable care for the health and safety of themselves and others affected by their actions at work, and to comply with Unison's OHS Frameworks.</li> <li>• Regularly inspect own immediate work environment and report any incidents, hazards or near misses that can cause harm or that represent a threat to public safety to the relevant Manager or Supervisor.</li> <li>• Actively participate in hazard elimination where practical.</li> </ul>
Safety screening	<ul style="list-style-type: none"> <li>• This role is subject to a satisfactory National Police History check and Working with Children Check.</li> <li>• Applicants who have lived overseas for 12 months or longer during the past 10 years are required to provide the results of an international police check.</li> </ul>

## Physical Inherent Requirements

Office Duties	<ul style="list-style-type: none"> <li>• Sitting at a workstation using a computer or sitting for up to two hours at a time with breaks.</li> <li>• General office-based work such as handling files, various paperwork, attending to phone calls and stakeholder enquiries.</li> </ul>
Driving	<ul style="list-style-type: none"> <li>• Required to drive private or Unison owned vehicles.</li> </ul>
Work Environment	<ul style="list-style-type: none"> <li>• May be required to work from different sites, including offsite facilities.</li> <li>• Exposure to varied weather conditions.</li> </ul>
Lifting and Carrying	<ul style="list-style-type: none"> <li>• Infrequent lifting and carrying of items up to 5kgs.</li> </ul>
Bending and Reaching	<ul style="list-style-type: none"> <li>• Required to occasionally bend and reach.</li> </ul>

## Organisational Relationships

Accountable to	<ul style="list-style-type: none"> <li>• Chief Executive Officer</li> </ul>
Supervises (Day to Day Operations)	<ul style="list-style-type: none"> <li>• Manager Social Enterprise</li> <li>• Manager Owners Corporations</li> </ul>
Internal Liaisons	<ul style="list-style-type: none"> <li>• Board and Executive team</li> <li>• Management group and staff</li> </ul>
External Liaisons	<ul style="list-style-type: none"> <li>• Customers, suppliers</li> <li>• Peak bodies</li> </ul>