

Position Description


Position Title:	Manager Compliance, Risk & Quality
Team:	Corporate Services
Employment Status:	Full-time and Ongoing
Primary location	117 Berkeley St, Melbourne

About Unison

Unison is a not-for-profit organisation that works to reduce disadvantage and social exclusion by creating communities that thrive. We develop, own and manage social, transitional and affordable housing and provide commercial property management, owners corporation management, and cleaning and grounds 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. Unison also assists over 3,500 people who are homeless or at risk of homelessness each year.

Unison is proud to be an Equal Employment Opportunity (EEO) employer. We are committed to the safety of 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.



OUR VISION
Communities that thrive.

OUR 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.

Our Values

We are committed to delivering high-quality services in line with our organisational values. These values are the principles that guide how we operate, how we provide services to our customers, how we treat each other within the organisation, and how we relate to the broader community.

As a values-based organisation, Unison 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 work standards in line with our values.

At Unison we value:



Position Objectives

The Manager Compliance, Risk and Quality is responsible for managing Unison’s compliance, risk and quality systems and processes. The position works collaboratively with executive and senior management and is responsible for ensuring organisational accountability, transparency and legislative compliance obligations are met. The position is accountable for the completion of accurate and timely compliance reports to key internal and external stakeholders.

The position oversees Unison’s risk management framework and risk register and works with the Director Corporate Services to ensure risk management is appropriately integrated into the daily operations of the organisation.

The position is responsible for the direct management of the Senior Advisor Complaints, Incidents and Policy.

Key Accountabilities

Compliance Management and Reporting

- Ensure an excellent understanding of organisational compliance requirements is maintained across the organisation, and ensure knowledge remains current with new contracts and funding arrangements
- Ensure accurate reports are provided on key performance measures, internal and external compliance requirements in a timely and accessible manner
- Oversee the complaints and incident management processes, ensuring appropriate and timely responses and accurate reporting. Ensure key learnings from complaints and incidents contribute to continuous quality improvement
- Ensure Unison’s Reporting Framework and Contracts Register are maintained, and all obligations are met and reported in a timely manner
- Provide specialist advice on compliance and quality requirements and reporting

- Interpret compliance obligations and identify opportunities for compliance, risk and quality systems and process innovation and improvement
- Contribute to the development and implementation of data analysis processes, designed to identify emerging compliance risks and trends.

Risk Management

- Manage the operation and review of Unison's Risk Framework
- Facilitate the identification, assessment, management, and reporting of key risks.
- Ensure Unison's risk register is regularly reviewed and updated, results are analysed, and insights reported to key stakeholders
- Support the integration of risk management in daily operation
- Support the business through the provision of specialist advice on risk

People Management

- Lead, motivate and manage an engaged, capable and productive team to achieve positive outcomes for renters.
- Model, promote and maintain a positive, respectful and enthusiastic work environment aligned to Unison Values and Code of Conduct.
- Maintain high standards of professional practice within the team through the provision of support, guidance and coaching. Ensure constructive feedback is provided through regular supervision and performance reviews.
- Ensure team members receive mentoring and guidance and have access to opportunities to support their professional growth and development.
- Where required, undertake performance management and succession planning.

Personal Accountability

- Champion a culture that is respectful, non-judgemental and inclusive in line with Unison's Values, Code of Conduct, Policies and Procedures.
- Actively participate in activities and initiatives to promote and sustain a positive and collaborative workplace with colleagues and stakeholders.
- Participate in team meetings, Unison staff meetings and other meetings and forums as required.
- Participate in regular performance review and planning.
- Ensure regular reports relevant to the position are accurate and provided within specified formats and timelines.
- Comply with all legislation, regulations, standards and Unison policies and procedures relevant to the position.
- Other duties as directed by Unison.

Key Selection Criteria

Qualifications and experience	<ul style="list-style-type: none"> • Experience in managing compliance, risk or quality (Essential) • Tertiary qualifications in a relevant discipline (Desirable) • Experience working in the not-for-profit sector and/or government (Desirable)
Personal qualities	<ul style="list-style-type: none"> • Commitment to social justice and desire to promote and model the values of Unison in all interactions with employees, renters, clients, and the broader community. • Demonstrated high-level interpersonal and team skills, including the ability to work collaboratively, with a solution oriented approach. • A positive mindset and demonstrated capacity to work independently and within a team environment. • Demonstrated ability to identify innovations and improvements • Ability to problem solve, manage conflicting priorities and meet demanding work deadlines with limited supervision. • Demonstrated ability to maintain confidentiality, maturity, and diplomacy in responding to/and in management of enquiries from staff, customers and members of the public.
Knowledge and skills	<ul style="list-style-type: none"> • Significant experience and knowledge of compliance, risk and/or quality • Experience in the development frameworks to ensure compliance obligations are well understood, monitored and accurately reported • Ability to identify gaps and develop systems improvements • Experience in interpreting and applying legislative obligations and the ability to advise stakeholders on new or emerging situations • Excellent conceptual and analytic abilities and demonstrated ability to make complex information accessible to a range of stakeholders • Proficiency in contemporary corporate and information technology programs and applications including Microsoft Office suite and the ability to quickly learn new systems • Continuous improvement mindset
Workplace Health and Safety	<ul style="list-style-type: none"> • Comply with Unison’s OHS policy and procedures and applicable legislation and promote a positive safety culture. • All employees must take reasonable care for the health and safety of themselves and others affected by their actions at work. • Regularly inspect your work environment and report any incidents, hazards or near misses that can cause harm or represent a threat to public safety to the relevant Manager or Supervisor. • Actively participate in hazard identification and elimination where practical.
Other requirements	<ul style="list-style-type: none"> • A current valid and full Victorian Driver’s Licence is essential • This role is subject to a satisfactory National Police History check and Working with Children Check. • Applicants who have lived overseas for 12 months or longer during the past ten years must provide the results of an International Police Check. • All employees are required to provide evidence of 2 COVID-19 vaccinations

Organisational Relationships

Accountable to	Director Corporate Services
Supervises (Day to Day Operations)	Senior Advisor Complaints, Incidents and Policy
Internal relationships	<ul style="list-style-type: none"> • Corporate Services team • Executive Team • Managers and team Leaders • Other employees
External relationships	<ul style="list-style-type: none"> • Government and Funders • Peak bodies and other relevant networks • Unison Renters • Unison Neighbours

Physical Inherent Requirements

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

Position Description Review

Date Position Description Adopted:	November 2023
Position Description Review Date:	November 2025