

Position Description	
Position Title:	Facilities Advisor
Status:	Fixed Term, Full Time position
Classification:	Level 5
Primary Location:	117 Berkley St, Melbourne
Date PD Adopted:	November 2021
PD Review Date:	November 2024

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 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

- Ensure all emergencies and urgent issues are addressed and regular updates are communicated to stakeholders (managers and team leaders)
- Ensure assets are compliant with Essential Safety Measures (ESMs), and the lead departments compliance and KPM requirements met
- Ensure facilities services are aligned to the needs of Place Management and Unison customers
- Ensure operational planning aligns with strategic plans
- Meet regularly with contractors to discuss operational issues, KPM targets to ensure value for money and service levels
- Ensure planned maintenance tasks are carried out as per schedules and move from responsive maintenance to a more planned and proactive approach to maintenance

Key Accountabilities

- Work effectively with Place Management staff, renters, and external contractors
- Able to be on-call (rostered) and ability to travel to other sites and locations
- Escalation and critical point of contact for responsive maintenance and ensure KPIs met
- Monitor and review the performance of the Help Desk
- Ensure planned maintenance is carried out with minimal impact to renters
- Ensure emergencies are acted upon immediately and disseminate information and communicate any emergencies, failed equipment and major issues to key stakeholders
- Management of vacant unit maintenance to ensure KPI targets met
- Ensure buildings are compliant with ESMs, regulatory and statutory requirements, and local and state authority requirements
- Attend regular meetings with internal and external stakeholders with high quality customer service
- Identify and execute opportunities to improve service levels and reduce cost
- Ensure overall condition of assets meet Unison expectations
- Assist with the development and ongoing monitoring of budgets
- Monitor and assess contractor safety compliance and quality of workmanship
- Conduct high quality building inspections and reporting
- Act on and review renter modification requests
- Any other duties as requested

Key Selection Criteria

<p>Qualifications & Experience</p>	<ul style="list-style-type: none"> • Experience in facilities management related organisation, construction, asset management, property management, owner’s corporation management, aged care facility • Qualifications in any of the above fields will be well regarded • Experience managing contractors and minor works (vacants) • Experience monitoring and meeting KPI targets • Preferred experience in state, local government, or social housing sectors
<p>Personal Qualities</p>	<ul style="list-style-type: none"> • Excellent time management skills including ability to prioritise tasks and adapt quickly to changing priorities • Ability to show initiative, be a self-starter and work autonomously • Approachable with a positive, cooperative, and constructive attitude to work and working with others
<p>Knowledge and skills</p>	<ul style="list-style-type: none"> • An ability to work effectively and develop professional working relationships with tenancy management team and external contractors • High level of communication and interpersonal skills • An understanding of building HVAC and hydronic systems • An understanding of ESMs and residential building compliance • Well-developed computer skills – word processing, excel, databases
<p>Occupational Health and Safety</p>	<ul style="list-style-type: none"> • Ensure that Unison’s Occupational Health and Safety Policy and Procedures are continually observed and complied with. • 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. • 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. • Actively participate in hazard elimination where practical.
<p>Safety screening</p>	<ul style="list-style-type: none"> • This role is subject to a satisfactory National Police History check, Working with Children Check and confirmed Covid-19 Vaccination. • 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.

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 such as handling files, various paperwork, 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.

Organisational Relationships

Accountable to	<ul style="list-style-type: none"> • Senior Team Leader Maintenance
Supervises (Day to Day Operations)	<ul style="list-style-type: none"> • Asset Management contractors
Internal Liaisons	<ul style="list-style-type: none"> • Property Team • Place Management team • Owners Corporation team • Corporate Services • Finance
External Liaisons	<ul style="list-style-type: none"> • Unison renters • Local government • External contractors • Help desk provider