

Position Description	
Position Title:	Facilities Advisor
Date PD Adopted:	May 2019
PD Review Date:	May 2021

About Unison

Unison provides a diverse range of housing services across Victoria including social housing, affordable housing, private rental, 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 3000 people each year who are homeless or at risk of homelessness.

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.

Organisational 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 Objective

- 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

1. Work effectively with Place Management staff, tenants and external contractors
2. Able to be on-call (rostered)
3. Escalation and critical point of contact for responsive maintenance and ensure KPIs met
4. Monitor and review the performance of the Help Desk
5. Ensure planned maintenance is carried out with minimal impact to tenants
6. Ensure emergencies are acted upon immediately and disseminate information and communicate any emergencies, failed equipment and major issues to key stakeholders
7. Management of vacant unit maintenance to ensure KPI targets met
8. Ensure buildings are compliant with regards ESMs, regulatory and statutory requirements and local and state authority requirements
9. Attend regular meetings with internal and external stakeholders with high quality customer service in mind
10. Identify and execute opportunities to improve service levels and reduce cost
11. Ensure overall condition of assets meet Unison expectations
12. Assist with the development and ongoing monitoring of budgets
13. Monitor and assess contractor safety compliance and quality of workmanship
14. Conduct high quality building inspections and reporting
15. Act on and review tenant modification requests
16. Any other duties as required

Key Selection Criteria

Qualifications & Experience	<ul style="list-style-type: none"> • At least 3 years' experience in facilities management related organisation, construction, asset management, property management, owner's corporation management, aged care facility • Preferred experience in state, local government or social housing sectors • Well-developed computer skills – word processing, excel, databases
Personal Qualities	<ul style="list-style-type: none"> • High level of communication and interpersonal skills • 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
Knowledge and skills	<ul style="list-style-type: none"> • An ability to work effectively and develop professional working relationships with tenancy management team and external contractors • Experience managing contractors and minor works (vacants) • Experience monitoring and meeting KPI targets • An understanding of building HVAC and hydronic systems • An understanding of ESMs and residential building compliance
Occupational Health and Safety	<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

	<p>safety of themselves and others affected by their actions at work, and to comply with Unison’s OHS Frameworks.</p> <ul style="list-style-type: none"> • 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.
Safety screening	<ul style="list-style-type: none"> • 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 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.

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 LGBTI communities to join our workforce.

Organisational Relationships

Accountable to	<ul style="list-style-type: none"> • Manager Facilities and Services
Supervises (Day to Day Operations)	<ul style="list-style-type: none"> • N/A
Internal Liaisons	<ul style="list-style-type: none"> • Place Management team • Owners Corporation managers • Contracts Manager • Project Manager • Corporate services department
External Liaisons	<ul style="list-style-type: none"> • Unison tenants, • Local government • External contractors • Help desk provider



Signed and Dated:

A large, thick, yellow arc that curves from the bottom left towards the bottom right, framing the text below it.

**Communities
that thrive**