

## Position Description


<b>Position Title:</b>	Facilities Advisor
<b>Team:</b>	Property
<b>Employment Status:</b>	Full time, 12 Months - Fixed term position
<b>Primary location</b>	Berkeley Street, 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

- 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

### Maintenance Delivery

- Ensure planned maintenance tasks, including vacant maintenance works, are carried out as per schedules and move from responsive maintenance to a more planned and proactive approach to maintenance
- 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

### 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

<p><b>Qualifications and experience</b></p>	<ul style="list-style-type: none"> <li>• Experience in facilities management related organisation, construction, asset management, property management, owner’s corporation management, aged care facility</li> <li>• Qualifications in any of the above fields will be well regarded</li> <li>• Experience managing contractors and minor works (vacants)</li> <li>• Experience monitoring and meeting KPI targets</li> <li>• Preferred experience in state, local government, or social housing sectors</li> </ul>
<p><b>Personal qualities</b></p>	<ul style="list-style-type: none"> <li>• Excellent time management skills including ability to prioritise tasks and adapt quickly to changing priorities</li> <li>• Ability to show initiative, be a self-starter and work autonomously</li> <li>• Approachable with a positive, cooperative, and constructive attitude to work and working with others</li> </ul>
<p><b>Knowledge and skills</b></p>	<ul style="list-style-type: none"> <li>• An ability to work effectively and develop professional working relationships with tenancy management team and external contractors</li> <li>• High level of communication and interpersonal skills</li> <li>• An understanding of building HVAC and hydronic systems</li> <li>• An understanding of ESMs and residential building compliance</li> <li>• Well-developed computer skills – word processing, excel, databases</li> </ul>
<p><b>Workplace Health and Safety</b></p>	<ul style="list-style-type: none"> <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> </ul>

	<ul style="list-style-type: none"> <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>
<b>Other requirements</b>	<ul style="list-style-type: none"> <li>A current valid and full Victorian Driver's Licence is essential</li> <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 ten years must provide the results of an International Police Check.</li> <li>All employees are required to provide evidence of 2 COVID-19 vaccinations</li> </ul>

## **Organisational Relationships**

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

## **Physical Inherent Requirements**

<b>Office duties</b>	<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 includes handling files and various paperwork and attending to phone calls and stakeholder enquiries.</li> </ul>
<b>Driving</b>	<ul style="list-style-type: none"> <li>Required to drive a pool vehicle.</li> </ul>
<b>Work environment</b>	<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>
<b>Lifting and carrying</b>	<ul style="list-style-type: none"> <li>Infrequent lifting and carrying of items up to 5kgs.</li> </ul>
<b>Bending and reaching</b>	<ul style="list-style-type: none"> <li>Required to occasionally bend and reach.</li> </ul>

## **Position Description Review**

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<b>Date Position Description Adopted:</b>	June 2023
<b>Position Description Review Date:</b>	June 2025