

Position Description	
Position Title:	IT Manager – Unison Housing Ltd (UHL)
Team:	Finance & IT
Employment Status	Full time, Ongoing
Primary location	117 Berkeley St, Melbourne

## About Unison

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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.

Unison provides affordable housing and works 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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The IT Manager will be a key driver in the development, monitoring and delivery of Unison's IT strategy, support and infrastructure. As a critical member of the small and very hands on team IT team, you will work alongside the IT Business Partner and Finance Business Partner to deliver high quality data and system support.

The position will work closely with the IT Business Partner, external Managed Service Providers and software support providers to ensure smooth delivery, effective IT infrastructure and strong user experience.

## Key Accountabilities

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### Organisation and Staff

- Deal effectively with issues escalated from across the organisation that require decisions or intervention to achieve required resolution for each IT system project
- Work collaboratively and proactively with other Unison teams, and with external stakeholders as required.
- Ensure best practice in service delivery through ongoing review and documentation of policies and procedures.
- Support the delivery of assigned tasks within the IT delivery plan
- Represent the organisation in a professional and commercial manner with contracted service partners

### Network Administration and IT Infrastructure

- Support and Implement data and reporting systems, including but not limited to:
  - Aurion including Reporting Module
  - MYOB GreenTree
  - Qlik Sense
  - Qlik View
  - E-Docs/Boss
- Lead and manage the IT hardware procurement lifecycle (procure, implement, automate, refresh)
- M365/Azure Administration – SharePoint, MS Teams, OneDrive, Forms, Power Automate/Apps, Azure VM, Express Route, VHD (Certification's advantage)
- Identify opportunities for, and implement business Integration and automation

### External IT Vendor Management

- Managed IT Service Provider management
- Network vendor management
- Network administration (TCP/IP, WAN, Firewall, Switch, WAP, CCTV and Facility Security systems)

### Data Management

- Working knowledge of data warehousing platforms and BI Tools (Power BI, QlikSense)
- Experience migrating on-prem file shares to SharePoint/OneDrive/Teams advantageous

### 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, 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

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Qualifications & Experience	<ul style="list-style-type: none"> <li>• Tertiary qualifications in IT, Information Systems, project management or equivalent</li> <li>• ITIL Certifications Service Management</li> <li>• Demonstrated experience in delivering outcomes within a small project team, and achieving key performance measures and financial targets</li> </ul>
Personal Qualities	<ul style="list-style-type: none"> <li>• Commitment to social justice and desire to promote and model the values of Unison in all interactions with employees, tenants and clients and the broader community</li> <li>• Demonstrated ability to provide leadership and direction to others and work well in a team and support the development of a cohesive working environment</li> <li>• Strong ability to communicate technical knowledge to non- technical people</li> <li>• A high level of energy and enthusiasm with a positive and inclusive style</li> <li>• Excellent negotiation and conflict resolution skills including the ability to build positive and lasting stakeholder relationships internally and externally</li> <li>• Ability to think analytically and to manage conflicting priorities and deal with ambiguity within tight timeframes</li> </ul>

Knowledge, Skills and Abilities	<ul style="list-style-type: none"> <li>• Demonstrated practical and working understanding of all project management requirements</li> <li>• Excellent communication skills – including verbal and written communication. Ability to explain information in non-technical terminology.</li> <li>• Understanding of Privacy legislation and associated requirements</li> <li>• Exceptional time management skills and an ability to prioritise workloads</li> <li>• Working knowledge of data warehousing platforms and BI Tools (Power BI, QlikSense)</li> <li>• Experience migrating on-prem file shares to SharePoint/OneDrive/Teams advantageous</li> <li>• Knowledge of MYOB Greentree, QlikSense and /or Aurion systems desirable</li> </ul>
Workplace Health and Safety	<ul style="list-style-type: none"> <li>• Comply with Unison’s OHS policy and procedures and applicable legislation and promote a positive safety culture</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</li> <li>• Regularly inspect own 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 identification and 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>

## Organisational Relationships

Accountable to	<ul style="list-style-type: none"> <li>• Director Finance</li> </ul>
Supervises (Day to Day Operations)	N/A
Internal Liaisons	<ul style="list-style-type: none"> <li>• IT Business Partner</li> <li>• Management Team, Unison Place Management Teams, Finance Staff, other internal staff, including Corporate Services.</li> </ul>
External Liaisons	<ul style="list-style-type: none"> <li>• Unison Tenants, the Asset Management Services Provider, Local Governments, external contractors, and other relevant networks.</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

- May be required to work from different sites, including offsite facilities.
- Exposure to varied weather conditions.

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Lifting and Carrying

- Infrequent lifting and carrying of items up to 5kgs.

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Bending and Reaching

- Required to occasionally bend and reach.

## PD Review

Date PD Adopted:	April 2022
PD Review Date:	April 2025