



| Position Description |   |
|----------------------|---|
| Position Title:      | Senior Facilities Advisor   |
| Team:                | Asset Management  |
| Employment Status:   | Full time, 12 Months Fixed Term                                     |
| Primary Location:    | 117 Berkely St, Melbourne with regular travel to other Unison sites |

## About Unison

Unison provides a diverse range of housing services in 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 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 LGBTI 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 Senior Facilities Advisor is responsible for coordinating the delivery of portfolio-wide planned maintenance activities and overseeing complex facilities management issues, to ensure assets are compliant and organisational objectives are met.

## Key Accountabilities

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### Asset Management

Under limited direction, coordinate the delivery of portfolio wide essential services and planned maintenance activities undertaken by external contractors:

- Monitor and take proactive action to ensure compliance with relevant codes, acts and regulations as determined by statutory authorities and regulatory bodies, as well as Unison Policies and Procedures
- Monitor Essential Safety Measures compliance across the portfolio and work with both contractors and Asset Management team staff to ensure issues are resolved promptly and Annual Essential Safety Measures Reports are issued at each building
- Monitor performance of contractors including coordinating checks on works, value for money, adherence of contractors to Unison policies and Key Performance Measure requirements and take improvement action where required
- Ensure accurate recording of relevant information within existing systems and undertake data audits
- Provide expert advice based on asset management best practice and manage complex facilities issues
- Schedule and undertake high quality asset inspections and reporting
- Attend regular meetings with internal and external stakeholders with high quality customer service in mind

Be rostered as on-call escalation point for out of hours property related emergencies:

- Provide support and guidance to the rostered on-call Facilities Advisor
- Effectively communicate updates with affected stakeholders
- Liaise with emergency services, statutory authorities and insurers as required to manage the response to critical issues
- Proactively work with Fire Rescue Victoria to minimise call out fees for attendances

### 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
- 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, policies and procedures relevant to the position
- Other duties as directed by Unison.

## Key Selection Criteria

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|--|---|
| <p>Qualifications &amp; Experience</p> | <ul style="list-style-type: none"> <li>• Degree or diploma property related qualification</li> <li>• Substantial experience in facilities management related organisation, construction, asset management, property management, owner’s corporation management, aged care facility</li> <li>• Preferred experience in state, local government or social housing sectors</li> </ul>  |
| <p>Personal Qualities</p>              | <ul style="list-style-type: none"> <li>• High level of communication and interpersonal skills</li> <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>Knowledge and skills</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>• Experience managing contractors and minor works (vacants)</li> <li>• Experience monitoring and meeting KPI targets</li> <li>• An understanding of building HVAC and hydronic systems</li> <li>• An understanding of ESMs and residential building compliance</li> </ul>   |
| <p>Occupational Health and Safety</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> <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> |

Safety screening

- 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.

## Organisational Relationships

|                                    |   |
|------------------------------------|---|
| Accountable to                     | <ul style="list-style-type: none"> <li>• Manager, Facilities</li> </ul>   |
| Supervises (Day to Day Operations) | <ul style="list-style-type: none"> <li>• Asset Management contractors</li> </ul>  |
| Internal Liaisons                  | <ul style="list-style-type: none"> <li>• Other members of the Asset Management team</li> <li>• Place Management team</li> <li>• Owners Corporation team</li> <li>• Corporate services department</li> <li>• Finance department</li> </ul> |
| External Liaisons                  | <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

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|----------------------|---|
| 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     | <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>   |
| Lifting and Carrying | <ul style="list-style-type: none"> <li>• Infrequent lifting and carrying of items up to 5kgs.</li> </ul>  |
| Bending and Reaching | <ul style="list-style-type: none"> <li>• Required to occasionally bend and reach.</li> </ul>  |

## PD Review

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



**Signed and Dated:**