

Position Description

Position Title:	Manager, Maintenance
Team:	Maintenance, Property Team
Employment Status:	Ongoing
Reporting to:	Director Property

About Unison

Unison is a not-for-profit organisation that works to reduce disadvantage and social exclusion by creating communities that thrive. We improve housing outcomes by leveraging our culture, partnerships, experience and our approach to innovation to create secure, sustainable homes and facilitate support and choice for people to positively engage in their community.

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.

Position overview

Unison's Property Team provides asset management services at properties owned and managed by Unison including asset inspections and planning, responsive and planned maintenance, capital works and upgrades, and the development of new social and affordable housing. You will find Unison's Property Team staff in all of Unison's site offices across Melbourne's suburbs, Geelong and Werribee.

The Maintenance Team is responsible for the delivery of maintenance services to ensure assets are compliant and organisational objectives are met.

Position responsibilities

- Under limited direction from the Director Property, co-ordinate the procurement and delivery of quality responsive and vacant maintenance services within timeframes and budget limits.
- Co-ordinate the day-to-day operations and resourcing of the Maintenance Team to ensure assets and activities are compliant with relevant codes, acts and regulations as determined by statutory authorities and regulatory bodies, as well as Unison policies and procedures.
- Act as the key point of contact for the Maintenance Team, resolve queries and ensure effective communication with Unison teams, contractors, external stakeholders and renters.

- Manage key responsive maintenance service contracts and continually assess to deliver value for money to Unison.
- Assist in the preparation of annual maintenance plans and budgets.
- Assist in the preparation of reporting against Housing Registrar Key Performance Measures, identifying opportunities for improvement and corrective action.
- Undertake monitoring and reporting to ensure that delegated tasks are completed to a satisfactory level.
- Establish Asset Management procedures and work practices to ensure the delivery of high quality services, and contribute to the development of organisational policies.
- Provide expert advice based on asset management best practice and manage complex facilities issues.
- Act as on-call escalation point for 24/7 emergency support and site attendance may be required.
- Ensure accurate recording of relevant information within existing systems.
- Lead, motivate and manage an engaged, capable and productive team to achieve positive outcomes for renters.
- 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 for high performance and succession planning.
- Promote and model Unison's values and Code of Conduct in all interactions with colleagues, renters, clients and the broader community.
- Be flexible and undertake any other duties as reasonably directed.

Key selection criteria

- Tertiary qualification(s) in a property, project management or related discipline.
- Demonstrated experience in a property related role.
- Strong professional written and verbal communication skills, with an ability to influence and engage with people at different levels of an organisation.
- Ability to show initiative and work autonomously, with a high level of enthusiasm, resilience and positivity.
- Experience in people management and the leadership of teams.

Safety and wellbeing

Staff may be required to interact with Unison's renters and members of the public across Unison's locations in emotionally heightened situations, and therefore need to represent Unison professionally and calmly, and apply safe work practices outlined in Unison's safety and wellbeing policies and procedures.

Smoking, vaping, e-cigarettes, alcohol or illicit drugs are not permitted to be consumed on any of Unison's premises by staff.

Employment conditions

All staff must be able to perform their duties in varying conditions and locations across Unison's sites.

Unison is committed to protecting children and vulnerable people who have contact with our service. It's an inherent requirement of employment for all staff to have a current Working With Children Check and relevant, clear Police Check.

The role requires a current driver's licence.

Equal employment opportunity

Unison is committed to creating a safe, inclusive and supportive workplace that reflects the community we serve. People who may be Aboriginal and/or Torres Strait Islander, are culturally, linguistically, LGBTIQ+, age, gender or ability diverse, or have a disability, are encouraged to apply for positions at Unison as part of our Reconciliation Action Plan and Diversity and Inclusion Strategy.