

Position Description

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| Position Title: | Property Administrator |
| Team: | Property Team |
| Employment Status: | Full-time, ongoing |
| Reporting to: | Manager, Asset Management |

About Unison

Unison is a for-purpose organisation that works to reduce disadvantage and social exclusion for over 3,500 people who need social or affordable housing, or who are homeless or at risk of homelessness each year. We believe that housing is the foundation on which to build a life of value but that a good life takes more than just housing - it takes place in a community. We're also committed to building a thriving community internally for the people that work with us. We're proud to offer contemporary people programs and benefits in line with our values, and we're certified as a Great Place to Work.

Position overview

Unison's property maintenance team is responsible for delivering planned and responsive maintenance across the Unison portfolio. The team plays a vital role in ensuring our properties are safe and well-maintained, delivering sustainable long-term asset performance for residents and communities. You will find Unison's property team staff in all of Unison's site offices across Melbourne's suburbs, Geelong and Werribee.

The Property Administrator is responsible for administering and supporting maintenance contractor agreements, other property related contracts and leases with external agencies, and a small portfolio of commercial leases. The Property Administrator will support procurement processes to achieve better value for money outcomes, as well as monitoring key milestones and adherence to compliance and reporting requirements. The role is responsible for fostering strong relationships with external agencies, landlords, lessees and other stakeholders through ensuring Unison's performance against property related contractual obligations.

Position responsibilities

- Provide administrative support to draft, review, and manage contracts with service contractors and vendors.
- Maintain a centralised, up-to-date contract register with key dates and obligations, track critical lease milestones and proactively manage upcoming events.
- Monitor contract performance, compliance, and alignment with service level agreements.
- Escalate risks, renewals, and variations in a timely and proactive manner.

- Oversee the overall performance of contractors, including reviews of turnaround time, financial performance and feedback data, and escalate performance issues to the Manager, asset management.
- Administer a small portfolio of commercial leases, including renewals, terminations, and variations with lessees and landlords.
- Liaise with internal stakeholders to ensure lease terms align with company strategy and compliance obligations.
- Work closely with the Property team to align contract and lease management with broader operational goals.
- Identify opportunities to improve contract management processes, templates, and workflows.
- Contribute to cost-saving initiatives by negotiating favourable terms and monitoring contractor efficiency.
- Manage reporting requirements for key performance measures related to contracts.
- Prepare and coordinate reports and documentation to support management decision-making and approvals.
- Be flexible and undertake any other duties as reasonably directed.
- Promote and model Unison's values and Code of Conduct in all interactions with colleagues, renters, clients and the broader community.

Key selection criteria

- Demonstrated experience in contract administration preferably within property or facilities management.
- Demonstrated experience or knowledge of managing commercial leases.
- Knowledge of maintenance coordination.
- Strong stakeholder management and communication skills.
- Ability to manage multiple contracts and priorities with a proactive and detail-oriented approach.
- Attention to detail to ensure accurate reporting.
- Strong analytical and budgeting skills, with a focus on efficiency and cost control.
- Proficiency in using contract management systems or tools (e.g., Excel, contract databases).
- Strong professional written and verbal communication skills, with an ability to influence and engage with people at different levels of an organization.
- Ability to show initiative and work autonomously, with a high level of enthusiasm, resilience and positivity.

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.

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.