

## Position Description

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<b>Position Title:</b>	Owners Corporation Manager
<b>Team:</b>	UPC
<b>Employment Status:</b>	14-month fixed-term contract
<b>Reporting to:</b>	Director of UPC

### About Unison

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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

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Unison Property Corporation (UPC) is a non-for-profit entity of Unison that provides management services for Owners Corporations and a Social Enterprise Team.

Our organisation is built upon the principles of people, place, and community. As a not-for-profit entity with a strong commercial focus, we ensure that surplus funds are reinvested directly back into the communities we serve. This approach allows us to make a sustainable and lasting impact on the lives of individuals and the overall well-being of our community.

When you choose Unison Property Corporation, you not only experience exceptional property management and maintenance services, but you also become an integral part of a movement for positive change.

The Owners Corporation Manager will ensure that all Strata Management services are delivered in line with contractual obligations and with a client-first approach to service delivery.

### Position responsibilities

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#### Organisation and Staff

- Ensure service delivery is aligned with the needs and expectations of Owners Corporation clients
- Effectively manage and resolve matters escalated by staff, providing direction and decision-making as required
- Lead and manage the performance of staff to achieve departmental and organisational objectives

- Work collaboratively and proactively with internal teams and external stakeholders to achieve shared outcomes
- Promote best practice service delivery through the ongoing review, improvement, and documentation of policies and procedures
- Support the delivery of assigned priorities in line with the Unison Operating Plan
- Represent the organisation in a professional, commercial, and solutions-focused manner

### **Operational Delivery**

- Deliver end-to-end Owners Corporation management services to a high professional standard
- Provide exceptional customer service, resolving complex enquiries, arrears matter, and complaints efficiently
- Build and maintain strong, trusted relationships with Owners Corporations and Committee members
- Act as the primary escalation point for complex operational and stakeholder matters

### **Meetings, Budgets & Financial Oversight**

- Prepare, chair, and attend Committee Meetings, SGMs, and AGMs (generally held outside business hours)
- Oversee Owners Corporation budget preparation, financial planning, and maintenance programming
- Collaborate closely with finance teams to ensure accurate reporting and levy administration
- Manage Owners Corporation ballot and decision-making processes in accordance with legislation

### **Compliance, Procurement & Contractors**

- Ensure full compliance with relevant act, legislation, regulations, and internal policies
- Work with committees to plan and manage procurement aligned with strategic frameworks
- Oversee contractor engagement and performance, driving improvements where required

### **Business Performance & Governance**

- Contribute to portfolio growth, retention, and business improvement initiatives
- Set and achieve KPIs in alignment with management expectations
- Prepare and present business cases, recommendations, and project plans as required
- Ensure accurate record-keeping and timely distribution of minutes, notices, certificates, and reports

### **Team Leadership and Development**

- Lead and motivate a high-performing team, fostering a positive, collaborative, and accountable work environment
- Deliver regular training and knowledge-sharing to ensure the team remains up to date with industry best practice and emerging trends
- Facilitate clear and effective communication between team members, clients, and key stakeholders
- Provide timely and accurate updates to senior management on operational performance and issues

- Drive a culture of continuous improvement, encouraging innovation to enhance service delivery and operational efficiency
- Work closely with the team to identify process improvements and implement strategies to increase efficiency and effectiveness
- Actively promote and model Unison's values and Code of Conduct in all interactions with colleagues, residents, clients, and the broader community
- Demonstrate flexibility and undertake other duties as reasonably required to support business objectives

## **Key selection criteria**

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- Minimum 3 years' experience in Owners Corporation / Strata Management, supported by relevant industry qualifications
- Tertiary qualification in Business, Property, Real Estate, or a related discipline (preferred)
- Proven experience managing contract renewals, new engagements, and complex Committee matters
- Demonstrated ability to lead or mentor a small team and achieve service, financial, and performance targets
- Strong operational management experience within property or Owners Corporation environments
- Ability to work autonomously, showing initiative and sound judgment
- Positive, inclusive, and professional leadership style
- High level of energy, resilience, and enthusiasm in a fast-paced environment
- Excellent negotiation, conflict resolution, and stakeholder management skills
- Strong written and verbal communication skills, with the ability to influence at all levels
- Demonstrated understanding of relevant legislation and regulatory compliance
- Ability to analyse information and make informed decisions to drive operational improvements
- High level of organisational and time-management skills with the ability to prioritise workloads
- Proficiency with Owners Corporation systems and Microsoft Office applications
- Experience working effectively and sensitively with a diverse client base

## **Safety and wellbeing**

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Staff may be required to interact with Unison's renters, children 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**

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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**

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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.