

## Position Description

### 1. POSITION IDENTIFICATION

Position Title	Maintenance Team Leader
Team	Asset Management
Location	Richmond
Classification	SCHADS Level 6
Time Fraction	1.0 (full-time)

### 2. POSITION PURPOSE

To lead and coordinate a team to deliver effective planned and responsive maintenance services and ensure CEHL meets all statutory obligations in respect of asset management.

To develop annual Maintenance Plans based on a strategic understanding of asset performance, long-term asset intent and life-cycle costs, and to ensure implementation of the plans in accordance with budget, time, quality and risk management and service delivery objectives.

### 3. ORGANISATIONAL DESCRIPTION

Common Equity Housing Limited (CEHL) is Victoria's largest Housing Association and is both a provider and developer of affordable housing. CEHL uses co-operative housing models to empower people to build strong communities through better housing solutions.

CEHL is an enabler; partnering with member co-operatives, to deliver an effective, sustainable cooperative housing program. Our strategic outcomes are to:

- Achieve enabled co-operatives, empowering and engaging their members;
- To be sustainably growing our social, environmental, cultural and economic impact; and
- To be strongly contributing to a revitalised and innovative affordable housing system.

Our values statements are:

- We care for one another;
- We are responsible;

- We work together; and
- We make a difference.

CEHL is a not for profit organisation, governed by a Board of 11 Directors and whose shareholders are member co-operatives

The organisational structure comprises the following teams:

Program Development, Co-operative Development & Strategy, Housing Services, Asset Management, Property Development and Acquisitions, Financial Services, Human Resources and Administration.

#### 4. KEY RESPONSIBILITIES

<p><b>Services Provided</b></p>	<p><b>Leadership</b></p> <ul style="list-style-type: none"> <li>• Lead a team culture of plan / do / review linked to strategic targets, to ensure effective asset services are provided to co-operatives and for CEHL.</li> <li>• Apply coaching principles to day to day activities to support team member skills development.</li> <li>• Set clear expectations for team members to encourage individual accountability.</li> <li>• Facilitate cross-organisational connections with other teams to ensure asset solutions consider 'Program' issues.</li> <li>• Communicate team objectives, activities and successes internally and externally on a regular basis.</li> </ul> <p><b>Asset services</b></p> <ul style="list-style-type: none"> <li>• Incorporate principles of quality assurance, risk management and service delivery into asset functions to ensure CEHL's asset portfolio provides an appropriate standard of housing.</li> <li>• Support co-ops and team members by being flexible in the way that services can be delivered whilst ensuring agreed outcomes are achieved.</li> <li>• Proactively communicate on current operations with co-operatives, and consult to achieve consensus with co-operatives about proposed changes to ensure compliance with CCA obligations.</li> <li>• Ensure maintenance items are logged and actioned in compliance with the Residential Tenancy Act and Housing Registrar Key Performance Measures.</li> </ul> <p>Where required for the purposes of supervision, quality control or ensuring continuity of services, undertake:</p> <ul style="list-style-type: none"> <li>• Property inspections and preparation of reports, including data management.</li> <li>• Full contractor management of domestic maintenance or construction works to existing properties.</li> </ul>
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	<ul style="list-style-type: none"> <li>• Respond to questions and clarify matters raised by co-operative representatives, members or tenants.</li> <li>• Other administrative functions related to asset management activities.</li> </ul>
<b>Policy and Planning</b>	<ul style="list-style-type: none"> <li>• Prepare the annual 'Maintenance Plans' for the assigned portfolio of properties with consideration of the most cost-effective options for improvement, optimising the extension of asset life and risk management.</li> <li>• Contribute to the development of policy and process related to asset management functions.</li> <li>• Co-ordinate the work of team members to ensure continuity of critical asset management activities.</li> </ul>
<b>Supervision</b>	<ul style="list-style-type: none"> <li>• Provide regular work planning, supervision and feedback to team members.</li> <li>• Monitor operations of staff and external contractors for compliance with Annual Asset Plans, policy, procedure and regulations.</li> <li>• Undertake annual staff appraisals of the team members with support from the Asset Manager.</li> <li>• Manage performance issues with the guidance and support of the Asset Manager.</li> <li>• Identify team members' training, support and flexible work practice needs to improve their skills base.</li> <li>• Participate in the recruitment and selection of team members, and co-ordinate their induction.</li> <li>• Adhere to and implement Human Resources practices, policies and procedures.</li> </ul>
<b>Information and Advice</b>	<ul style="list-style-type: none"> <li>• Define data knowledge requirements for maintenance services and ensure the data is collected, maintained and controlled in a systematic way for accuracy and completeness.</li> <li>• Prepare assessments of asset performance, whole of life-cycle costs and asset intent to inform decision making and planning.</li> <li>• Monitor asset management activities to provide advice on continuous improvement opportunities and, with approval, implement changes to systems.</li> <li>• Provide advice to co-operatives on the development and implementation of their Maintenance Plans, including budget allocation, costings, priorities, and quality standards.</li> </ul>
<b>Financial and Budgeting</b>	<ul style="list-style-type: none"> <li>• Prepare annual maintenance and construction budgets for co-operative and CEHL responsibilities using cost / benefit analysis to optimise the opportunity to improve the overall condition of the asset portfolio.</li> </ul>

	<ul style="list-style-type: none"> <li>• Compile monthly or quarterly financial reports to allow monitoring of expenditure, and take corrective action where required to ensure expenditure is within budget constraints.</li> <li>• Prepare and analyse forecasts of future asset financial liability based on asset lifecycles and condition to inform long-term portfolio planning.</li> <li>• Approve payments in accordance with CEHL delegations, and ensure compliance with CEHL procedures relating to budget and finance reporting and procurement.</li> </ul>
<b>Compliance and Reporting</b>	<ul style="list-style-type: none"> <li>• Ensure compliance for all maintenance services undertaken by the team with CEHL policy and procedures.</li> <li>• Consider and integrate any contractual or regulatory requirements into the preparation of annual Maintenance Plans.</li> <li>• Collect information and prepare reports to allow monitoring of compliance with Housing Registrar requirements, Building Act provisions and other relevant regulations, standards or industry best practice.</li> <li>• Prepare succinct, useful and evidence based reports for co-operatives, other CEHL teams and the Asset Manager to inform decision making.</li> </ul>
<b>Other Duties</b>	<p>As directed, undertake other duties which are incidental and peripheral to the main tasks, provided that such duties are reasonably within the requirements and responsibilities of the position. The allocation of other duties is in consultation with the staff member.</p> <p>Actively participate in professional development and the life, development and growth of CEHL.</p>
<b>5. GENERIC RESPONSIBILITIES</b>	
<b>Mission / Vision / Values</b>	To uphold CEHL's Purpose, Vision and Organisational values.
<b>Adherence to Legal Requirements / CEHL Policy</b>	To abide by all terms, conditions and requirements <i>including but not limited to</i> : Enterprise Agreement, Occupational Health & Safety; Equal Opportunity, Discrimination, Harassment and Bullying; Privacy; and Code of Conduct.
<b>Teamwork / Collaboration</b>	To work constructively and cooperatively as part of the CEHL team.
<b>Communication</b>	To effectively communicate with CEHL's internal and external stakeholders

<b>6. KEY SELECTION CRITERIA</b>	
<b>Qualifications or equivalent industry knowledge and experience</b>	<ul style="list-style-type: none"> <li>• Leadership related training and experience</li> <li>• Asset management, project management or property related diploma level qualification with substantial related experience</li> <li>• Construction Industry Health and Safety Induction Certificate</li> <li>• Drivers Licence</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Good knowledge of strategic asset management principles</li> <li>• Good technical understanding of maintenance and minor construction works systems</li> <li>• Good knowledge of regulatory requirements, building compliance and safety standards</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Demonstrated ability to lead and supervise a team, including staff working in other locations</li> <li>• Experience with asset management portfolio planning</li> <li>• Experience with project management in a property, asset or construction related field</li> <li>• Experience of interacting with community housing tenants preferred</li> </ul>
<b>Skills</b>	<ul style="list-style-type: none"> <li>• Ability to communicate effectively with a wide range of people</li> <li>• Ability to build consensus in teams</li> <li>• Supervision and coaching skills</li> <li>• Ability to initiate, manage and complete multiple projects and activities to agreed parameters</li> <li>• Creative problem solving</li> <li>• Strong information technology skills</li> </ul>
<b>7. ORGANISATIONAL RELATIONSHIPS / EXTENT OF AUTHORITY</b>	
<b>ORGINISATIONAL RELATIONSHIPS</b>	
<b>Reports to</b>	Asset Manager
<b>Direct Reports</b>	Maintenance Team Members and contractor supervision.
<b>Internal Contacts</b>	All employees and managers.
<b>External Contacts</b>	Co-operative Maintenance Directors, other co-operative directors, co-operative members and their household members, building contractors, buildings inspectors, insurers, community agencies, utility providers, suppliers.

<b>EXTENT OF AUTHORITY</b>	
<b>Under what level of supervision does the position operate?</b>	<p>Limited direction of the Asset Manager.</p> <p>Decisions include:</p> <ul style="list-style-type: none"> <li>• Recommendation of payment to contractors.</li> <li>• Recommending maintenance works and prioritisation of works.</li> </ul> <p>Required to supervise and direct staff in completion of their responsibilities.</p>
<b>How is the freedom to act controlled or limited?</b>	By budget allocation, annual asset plans, strategic objectives, CEHL policies and procedures, delegations, legal requirements and professional practice.
<b>What degree of guidance or advice is available when problems occur?</b>	Consultation with other Team Leaders, direction from the Asset Manager, or consultation with relevant external bodies and professional associations.
<b>Where can solutions to problems be found?</b>	Work practices, policies and procedures, precedents, industry practice guidelines, regulations and legislation.