

Position Application Information

Operations and Housing Asset Manager

This document should be read alongside the Position Description. If you have any questions about this position, please contact Terence Humphreys on terence@twenty10.org.au or (02) 8594 9562.

About the role:

The Operations and Housing Asset Manager is a part-time role, 32 hours per week, paid at SCHADS L6, on a one year, fixed-term contract.

This role is based at the Twenty10 in Chippendale, Inner Sydney.

Before Applying

In selecting the successful applicant for this position, decisions will be made on the basis of merit. The applicant who is judged to be most experienced and capable of carrying out the duties specified in the Position Description will be offered the position. The decision to appoint will be based on the applicant's written application (which details qualifications, experience and a response to the targeted questions), performance at an interview, on reports received from referees and successful completion of Working With Children and Police Checks.

The Position Description provides the basis for the selection process as it specifies the criteria needed to satisfactorily perform the duties of the position, including qualifications, skills, knowledge and experience.

Preparing an Application

Your written application must stand on its merits. Please address the targeted questions.

There are four steps to applying for a position:

1. **Provide a cover letter with an expression of interest.** The purpose of this is to indicate why you are applying for this particular position and anything that interests you specifically about the responsibilities of the role.
2. **Answer the targeted questions** (below) as part of your application highlighting your skills and experience relevant to the criteria in the Position Description. Please keep

your response to no more than two pages with a font no smaller than 11. Please DO NOT respond to each of the essential selection criteria.

3. **Provide a copy of your Curriculum Vitae (Resume)** providing full personal details, qualifications, previous employment and experience;
4. **Provide the names of at least two referees** and their telephone numbers & email addresses if available. These will only be contacted if you are interviewed.

Applications should be emailed to terence@twenty10.org.au using the subject line: **Operations and Housing Asset Manager Application**, and received by **10am, Monday May 30, 2022**.

The successful applicant will be required, on taking up the appointment, to produce evidence of any academic qualifications.

Applications received after the closing time and date or which do not meet the requirements outlined above will not be considered.

Targeted Questions for Operations and Housing Asset Manager

Please answer the following targeted questions as part of your application. Please keep your response to no more than two pages with a font no smaller than 11.

1. Please provide a brief summary of your experience as a Project, Program and/or Operations Manager or similar, highlighting areas that you see as particularly useful or relevant to working as an Operations Manager at Twenty10. Please include any experience with asset management, tenancy management and/or working within a social housing organisation or similar. If you have experience in other sectors that may have relevance, please feel welcome to indicate this. Please describe experiences you have had managing multiple projects with competing deadlines.
2. Hypothetically, you've been invited to a management meeting to discuss ways we could increase efficiency across a number of database systems used across the organisation. Please discuss 2 or 3 ideas you may bring to the meeting and 2 or 3 strategies you'd use to manage potential resistance to change in the broader staff team.
3. The Operations Manager is a busy role that oversees the daily operational running of Twenty10, liaising with a range of diverse stakeholders and contractors while also leading a number of major projects at the same time. Please discuss 2 or 3 challenges you believe they might face. How would you address those challenges?

Selection Process

Selection Panel

A selection panel will be established to shortlist applicants, generally including one or two Twenty10 staff representatives, and may include a community partner or board member. The

panel will write interview questions, interview shortlisted applicants, contact referees and make the final decision.

Where any member of the selection panel knows an applicant, that member must disclose the nature of the relationship. If the Co-Executive Directors deem the relationship to be a conflict of interest that may impact the panel member's ability to provide a fair and unbiased opinion, the Co-Executive Directors will replace the selection panel member.

Short listing

All applications will be treated as confidential and only members of the Selection Panel will view and discuss applications. In the short listing process, the selection panel will exclude those who do not adequately meet all the essential criteria.

The selection panel has the discretion to interview applicants who may not have clearly addressed all the essential criteria, but have demonstrated potential to fulfill the criteria. This will give the selection panel the opportunity to more fully examine the applicants' credentials.

The selection panel will re-advertise the position if there are no applicants who fulfill at least the essential qualifications stipulated.

Interviews

Interviews will likely be carried out via Teams (or Zoom if preferred) the week commencing **June 6th 2022** (likely later that week). If you are selected for an interview, we will advise you in writing.

The interview questions will be standard for all people being interviewed for this position, and will be based on the selection criteria and the job description. The panel reserves the right to ask follow-up questions to these predetermined questions, in order to more clearly ascertain whether the applicant meets the criteria.

Decision Making

The decision to make an offer is based on written application, performance at interview, and successful Referee Checks, Police Check and Working with Children Checks.

A member from the selection panel will contact the successful applicants. Once the position has been accepted, a member from the selection panel will advise unsuccessful applicants.

Equal Opportunity Employment

Twenty10 incorporating GLCS NSW abides by Equal Employment Opportunity principles. Each applicant will be treated fairly and in an unbiased way. Twenty10 is committed to providing opportunities for all applicants regardless of race, age, religion, national origin, disability, bodily diversity, marital status, familial status, veteran status, intersex status, sexuality and/or gender orientation, identity or experience.

By encouraging and sustaining a diverse workplace, we can create a more welcoming and responsive environment to better meet the needs of our service users and workers. We

strongly encourage Aboriginal and Torres Strait Islander people, people of culturally and linguistically diverse backgrounds as well as people who identify as LGBTIQ+ or similar to apply.

If You Are Not the Preferred Candidate

We appreciate that preparing an application requires a significant effort, and we greatly respect the interest any person has in working with our team at Twenty10. Of course, there will generally only be one successful candidate. In order to make the application and interview process of value to all those that apply, we are happy to provide you with feedback about your application and interview performance. This may include suggestions about how you might enhance your prospects with future applications, if you request us to do so.