

**POSITION TITLE:** Operations and Housing Asset Manager

**AWARD:** Social, Community, Home Care and Disability Services Industry Award 2010

**CLASSIFICATION:** Social and Community Services Employee

**POSITION OBJECTIVE:**

This position is responsible for the day-to-day operations of the organisation, Twenty10 inc. GLCS NSW (Twenty10). They play a crucial role assisting the staff and volunteers of the organisation to create and maintain an efficient work environment, ensuring high levels of organisational and operational effectiveness, communication and safety.

The OM undertakes a wide range of administrative and operational duties in an organised and timely manner including but not limited to asset management (offices and housing properties), office stocks and supplies, trades and contractor engagement, technical and asset registers and audits, maintaining tenants databases as well as other staff administration support duties.

**REPORTING STRUCTURE:**

This position reports directly to the Co-Executive Directors (ED). There are no direct reports to this position.

**PRINCIPAL DUTIES:**

**Organisation and Administration**

- Support staff and volunteers to ensure continued operational success of the organisation including being predictive of organisational needs, opportunities, risks and challenges
- Organise and coordinate administration duties and office procedures, including administrative filing and document management
- Project manage the development, review and implementation of relevant organisational policies, procedures and relevant legislative requirements
- Coordinate events and activities ranging from project management to supplementary duties such as sourcing supplies, obtaining relevant licenses and permits, point of contact for contractors, and assisting with physically setting up and packing down spaces, groups and events
- Manage key relationships with external partners, contractors and collaborators
- Oversee IT systems and manage IT support contractors.
- Respond to telephone, email and written internal and external communication, delegating or replying where appropriate
- Assist EDs in coordination of specific projects.

## **Building and Housing Asset Management**

- Provide administrative support to Housing program including undertaking property inspections and identifying repair need, reviewing rents, ensuring timely returns of Bonds, maintaining housing asset and tenancy database
- Manage physical resources and assets, including ordering, acquisition and maintaining inventories
- Lead the Workplace Health and Safety Committee as WHS Officer, project managing related activities including policy reviews, signage and inductions
- Engage with contractors for required property works (office and transitional housing assets) as delegated by the EDs
- Maintain insurance compliance and reporting including gathering and maintaining compliance documents and processing of claims as delegated by the EDs,
- Liaise with housing stakeholders as required.

## **Financial Administration**

- Manage project budgets and reconcile own credit card and petty cash
- Assist EDs in formatting and producing relevant reports.

## **Quality Service Provision**

- Participate in professional development
- Contribute to scoping, development, implementation, and evaluation of projects of significance to the organisation
- Complete regular project review and evaluation procedures for role-specific work with a view to continuously strengthen and improve systems and processes
- Proactively engage in risk mitigation strategies and compliance checking, and work with EDs to implement.
- Safeguard vulnerable persons including children in line with organisational policies and procedures.
- Perform other duties as directed by the Executive Directors or the Organisation

## **KEY SKILLS & EXPERIENCE**

### ***Qualifications and Prerequisites***

- Current NSW Working with Children Check clearance and National Police Check Certificate upon commencement then at least every 3 years
- Current NSW Driver's license.

### ***Experience Required***

- Experience as an operations or office manager, administration officer, project manager, or similar, ideally in a community organisation
- Highly developed organisational and project management skills including managing complex workloads with competing deadlines, including strong self-management skills, being adaptable, responsive, proactive, self-motivated, ability to multi-task and prioritise work systems
- Demonstrated experience with asset, facilities, or property management or similar
- Sound knowledge and experience of housing management, ideally in a social housing context, including housing/tenancy management systems e.g. Chintaro
- Knowledge of the Residential Tenancies Act 2020 and experience in representation at the NSW Civil and Administrative Tribunal (NCAT)
- Strong working knowledge of Workplace Health and Safety
- Current First Aid and CPR certifications, or willingness to complete.

### ***Computer Skills***

- Strong computer skills including MS Office and an understanding of technical systems both hard and software
- Demonstrated experience in working with databases and client data management systems.

### ***Aptitude & Interpersonal Skills***

- Excellent communication skills including demonstrated skills and ability to communicate effectively and sensitivity and develop rapport with a wide range of people including those who identify as LGBTIQ+
- Demonstrated experience managing working relationships with a range of people including contractors and organisational partners
- Enjoyment of working within a multidisciplinary workplace with complex targets and competing short term/long term demands
- Strong initiative, positivity and demonstrated ability to work in a fast-paced environment, both independently and as part of a team, and ability for conceptual and strategic problem solving
- Willingness and ability to sometimes work outside of normal business hours and to travel for short periods if required
- Demonstrated understanding of and commitment to safeguarding children and other vulnerable people.

## KEY PERFORMANCE INDICATORS (KPIs)

- Comprehensive operations management ensuring staff and volunteers have what is required for efficient organisational function including but not limited to office spaces, technology, databases, equipment and supplies
- Work collaboratively with Client Services Team to ensure all housing assets are maintained, and any requests or repairs are managed in a timely manner, as well as cyclical maintenance is undertaken
- Maintain annual insurances, registrations and licensing related to the organisation
- Assist with compliance returns associated with NRSCH and ACNC
- Maintain working relationships with key external stakeholders relating to Housing Asset Management and Operations
- Following, utilisation and promoting of Organisational Policies and Procedures, Organisational Core Values and Work Health and Safety (WHS) requirements

Signed by Employee: \_\_\_\_\_ Date: \_\_\_\_\_