

Position Description

Maintenance and Assets Operations Manager

POSITION:	Maintenance and Assets Operations Manager	REPORTS TO:	Property & Asset Services Manager
LOCATION:	Bowral	AWARD:	Social & Community Services
DIRECT REPORTS:	Four	CLASSIFICATION:	Level 6
DELEGATION AUTHORITY:	Refer to Argyle Housing's Delegation Schedule		

POSITION PURPOSE

The Maintenance and Assets Operations Manager is responsible for driving, leading and managing the delivery of repairs & maintenance, asset management and capital works programs in a manner that ensures, safety, quality and value for money objectives are achieved within strict deadlines.

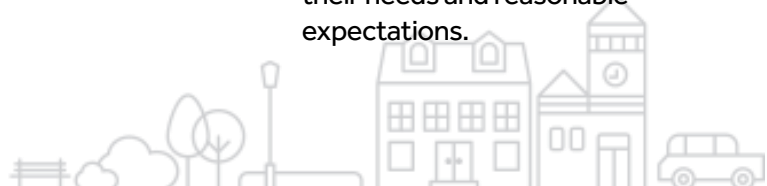
The role is expected to drive, lead and manage the Assets Team and Organisation by setting the objectives, tempo, outcomes and timeframes for the delivery of Argyle Housing's asset management, repair and upgrade services. This will include;

- Daily oversight and management of the Assets Team (staff, contractors & suppliers) to ensure the properties Argyle Housing is responsible for are maintained to contractual, regulatory and agreed standards and that KPI's and Benchmarks are met
- Scoping, planning, scheduling, executing, monitoring, reporting and reconciling works programs and projects
- Managing the procurement, engagement, works delivery, compliance, quality and payment of contractors and suppliers
- Ensuring Asset data and modelling is complete, current and accurately forecasts Argyle Housing's medium and long-term responsibilities
- Reporting and reconciliation of the operations, programs and projects for internal and external stakeholders
- Carry-out other tasks (within the roles level of responsibility) that support the team's and organisation's needs.

STRATEGIC PLATFORM	ACCOUNTABILITIES	KEY ACTIVITIES
CUSTOMER EXPERIENCE	Provide a high quality customer experience for all tenants, staff, contractors & other stakeholders	<ul style="list-style-type: none"> • Actively lead and manage the successful delivery of services and programs • Actively pursue resolution to customers, contractors and staff's problems that appropriately meet their needs and reasonable expectations.

A Better Future for Our

Communities



STRATEGIC PLATFORM	ACCOUNTABILITIES	KEY ACTIVITIES
COMMUNITY CONNECTIONS	Be actively involved both within, and externally to the organisation, to find and implement solutions to problems affecting our tenants and stakeholders	<ul style="list-style-type: none"> • Conduct all dealings in a professional and appropriate manner • Work in partnership with our housing teams, contractors and stakeholders to ensure we serve and support our tenants • Actively review the relationships with our staff, tenants, contractors and stakeholders, and develop and implement initiatives to improve these relationships
PEOPLE AND CULTURE	Foster an inclusive and positive workplace environment	<ul style="list-style-type: none"> • Participate in, and help build, a diverse workplace that is culturally aware, competent and that changes and evolves to meet our needs • Provide clear and respectful communication to all levels of the organisation • Lead and set high standards in Work Health and Safety requirements • Ensure the team and organisation is adequately serviced • Recognise and nurture staff skills and capabilities by providing coaching, training and mentoring • Assist to ensure staff are trained to do their jobs including WH&S
RELATIONSHIPS AND COLLABORATIONS	Develop and maintain excellent working relationships with contractors, suppliers and clients to achieve positive outcomes	<ul style="list-style-type: none"> • Respect the cultural practice, beliefs, skills of our staff and stakeholders • Work with the needs of, and demands on our contractors and suppliers to deliver services effectively • Ensure our actions and intent always comply with our contractual and compliance obligations • Promote and seek out feedback from staff, tenants, contractors and stakeholders on the team's performance and implement adjustments and changes as required.



SUSTAINABLE GROWTH

Increase our housing options and sustain our current assets

- Work in partnership with our staff, contractors and suppliers to deliver a safe, efficient and effective service
- Positively contribute to a team with a mindset that responds to challenges, embraces change and is open to opportunities

Work, Health & Safety

Provide and manage:

- a working environment that is safe and without risks to the health of employees;
- adequate training, information and supervision to ensure the health and safety of employees and contractors; and
- processes for consultation WHS as set out in legislation.

Employees also have a duty of care to perform all duties in a manner that ensures their health and safety and that of others in the workplace to the extent to that they are capable of doing so.

- Provide information to the work group about WHS and Argyle Housing's WHS policies, procedures and programs.
- Implement and monitor opportunities for consultation on the management of WHS.
- Implement and monitor Argyle Housing's procedures for identifying hazards and assessing risks.
- Implement and monitor the Argyle Housing's procedures for controlling risks.
- Implement Argyle Housing's procedures for managing with hazardous events.
- Ensure employees receive appropriate WHS training in accordance with Argyle Housing's policies and procedures.
- Comply with Argyle Housing's procedures for maintaining WHS records.

KEY CONTACTS

Internal:	External:
<ul style="list-style-type: none"> • Assets and Maintenance Team 	<ul style="list-style-type: none"> • Tenants
<ul style="list-style-type: none"> • Finance & Operations Managers 	<ul style="list-style-type: none"> • Contractors
<ul style="list-style-type: none"> • Systems Support Team 	<ul style="list-style-type: none"> • 3rd Party Vendors and suppliers
<ul style="list-style-type: none"> • Executive & CEO Team 	<ul style="list-style-type: none"> • DCJ & LAHC Relevant Contacts
<ul style="list-style-type: none"> • Finance Team 	<ul style="list-style-type: none"> • Fee for Service Clients
<ul style="list-style-type: none"> • Housing Services Team 	<ul style="list-style-type: none"> • Adjoining Property Owners & Residents
<ul style="list-style-type: none"> • Property & Asset Services Manager 	



KEY PERFORMANCE INDICATORS

- Successful delivery of repairs and maintenance works and programs in a manner that ensures, safety, quality and value for money objectives are achieved within benchmarks and KPI's that include, Work Order Completion, Property Turn-Around Times, Budgets and Project & Programme Schedules
- Provision of a consistent level of customer service where complaints are not substantiated, and compliments are received and customer feedback is sought and received in accordance with KPI's
- Delivery of accurate, complete and on-time reporting and planning
- Coaching, development and management of the team to ensure a high level of customer service is provided and continuous improvement occurs with Performance Management timeframes being met
- Partnering with other staff and stakeholders to drive the improvement of systems, processes, practices and customer service

QUALIFICATIONS AND EXPERIENCES (Selection Criteria)

- Suitable Qualifications and substantial commensurate experience, in building works, asset and project management
- Expertise in cost forecasting and control
- Sound written and verbal communication skills, particularly in the area of technical and process / procedural documentation and reporting
- Detail oriented with good time management and organisational skills.
- Possesses excellent problem solving, trouble shooting and communication skills with the ability to communicate effectively with clients & colleagues at all levels.
- Current driver's licence



ARGYLE VISION

To deliver quality housing options and connections to community.

ARGYLE VALUES

RESPECT We have regard for the feelings, wishes and rights of everybody

OPPORTUNITY We seek out ways to improve and add value to the delivery of our services

ACCOUNTABILITY We are accountable for what we do and how we do it

RESILIENCE We face our challenges, we learn and we move forward

ACKNOWLEDGEMENT OF POSITION HOLDER

I acknowledge that I have read and understood the requirements of the Maintenance and Assets Operations Manager position and that I have received a copy of the position description for this role.

Name Signature Date

CEO APPROVED: SIGNATURE: Wendy Middleton DATE: 17/03/21

