

Asset Operations Manager (SWS/MNE) Position Description

Non-Award Contract

Key role details

Asset Operations Manager (SWS/MNE)	
Reports to (position)	Head of Customers Homes and Places (SWS/MNE)
Department	Customers Homes and Places
Location	Hurstville, with relocation to Liverpool and Bonnyrigg (SWS), to Redfern and St Leonards (MNE) mid-2024 and other SGCH office locations as required
Remuneration level	Grade B
Essential requirements	<p>Tertiary qualifications at degree level or relevant equivalent experience in property and asset management</p> <p>Strong people leadership, with a reputation for coaching and building collaborative teams, delivering enhanced collaborative customer centric services</p> <p>Expertise in life-cycle asset management and planning,</p> <p>Expertise in an operational management role managing property and asset maintenance service delivery</p> <p>Expertise in driving operational excellence, monitoring, and delivering on key performance metrics</p> <p>Strong contract management, analytical, problem solving, influencing, facilitation and negotiation experience within a complex environment</p> <p>Strong background and experience managing budgets and resources, delivering within budget, on time and to the standard required</p> <p>Experience in strategic partnership management, identifying and establishing relationships with key partners and stakeholders to deliver enhanced customer outcomes</p> <p>Experience in identifying and managing risk with knowledge and application of project management principles and project management delivery</p> <p>Strong working knowledge of compliance frameworks and legislative requirements (NCC, BCA, Australian Standards, WHS) for property assets to ensure the portfolio is always compliant</p> <p>Understanding and demonstrated capability in construction materials, maintenance, and repair/refurbishment in large and varied portfolio of property</p> <p>Very strong written and verbal communication and presentation skills with experience writing reports</p> <p>Demonstrated computer literacy in Microsoft Word, Excel, Project and the MS Office Suite including Teams</p> <p>Hold a current NSW Driver's licence</p>



Desirable skills	Experience in working with vulnerable people and people from diverse backgrounds and cultures, including Aboriginal people Understanding of social and affordable housing Experience working with vulnerable people including those experiencing homelessness, mental health issues, domestic and family violence, disabilities, young people or older people
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Position summary

As the Asset Operations Manager (SWS/MNE) you will lead a team of passionate and dedicated property professionals to achieve the delivery of appropriate, high-quality services through responsive, planned, preventative, and scheduled maintenance services to the SWS/MNE region of the SGCH portfolio.

You will manage the maintenance of safe and sustainable homes by ensuring all homes vacated at the end of tenancy are brought up to standard and delivering an annual program of Property Assessment Surveys to feed into our planned maintenance and upgrade programs.

You will administer and Contract Manage the overall Muti Trade Contractor (MTC) contract, including maintenance requests, managing the budget and performance of contractors services.

You will also assist, as required, in the delivery of Compliance and Fire Safety programs across the portfolio.

You will work with the Head of Customers Homes and Places (SWS/MNE), and key stakeholders to contribute on business plan development for long term life cycle maintenance and financial forecast models and implementing and monitoring progress monthly.

Critical to your role is to liaise and work collaboratively with the Customers – Services team, including the CHP team to achieve customer centric results. Also working with the More Homes team, for the longer-term overall portfolio maintenance and life cycle management of completed buildings.

You will contribute to and implement best practice asset lifecycle planning, contribute to developing and meeting asset performance measures, benchmarks, and financial reporting Key Performance Indicators (KPIs) in alignment with the SGCH Strategic Asset Management Plan, the Asset Management Framework, the Safe and Sustainable Homes Standard (SASH), Fire Safety Framework. to ensure asset maintenance services are within budget, provide high quality services, efficient and effective operations are provided to all properties owned or managed by SGCH under contracts and/or management agreements.

You will maintain sound knowledge of best practices, develop, and maintain strong relationships with stakeholders and lead and develop team members.

You lead a collaborative team to place customer needs at the heart of our service delivery. Your role is to support the team to provide outcomes focused services across the following functions:



- Responsive maintenance – administering and managing all maintenance requests to be delivered by contracted multi-trade contractor services; and managing the budget and performance of contractors.
- Planned, preventative and scheduled Maintenance, including preventative and corrective works to ensure components deliver their maximum functional life.
- You will prepare and prioritise programs to feed into the Strategic Asset Management Plan and identify and cost the works required to inform the annual maintenance budgets and feed into the various maintenance plans.
- End of tenancy property services – managing the repairs and upgrading process for vacant properties to support efficient reletting.
- Property assessment surveys – delivering an annual program of Property Assessment Surveys to assess the condition of at least a third of the portfolio. And ensure that this quality data informs our planned maintenance and upgrade programs.
- You will also assist as required in the delivery of Compliance and Fire Safety programs across the portfolio,

A key part of your work is to work with Head of Customers Homes and Places (SWS/MNE), leading and coordinating our team to provide an emergency response for all property related emergencies and any other issues that may occur outside normal business hours. This includes managing the arrangements with our contracted out of hours emergency call centre, communicating with Heads Of or other staff as needed, liaising with senior and executive management, and ensuring all incidents are appropriately managed, followed up and reported.

To work at SGCH you are committed to delivering together with passion and purpose, guided by our organisational values. Together we provide sustainable, safe, and affordable housing as the foundation for our customers to connect to opportunities and build their communities.



Your Success Profile

Asset Operations Manager (SWS/MNE)	
<p>Knowledge – ‘What do you know?’</p> <ul style="list-style-type: none"> Value and importance of social and affordable housing to individuals and the community Current building regulatory system including knowledge of BCA, fire codes and Australian Standards How to scope and assess internal and external building work How to identify building improvements which deliver best value for money within a constrained budget Best practice Project and Asset management 	<p>Experience – ‘What have you done?’</p> <ul style="list-style-type: none"> Planned and prioritised a busy workload Supported the delivery of services to meet and exceed operational benchmarks Worked extensively within the construction industry Planned and prioritised a busy workload Inspected materials and quality of works specific to construction Liaised with building contractors to remedy any issues or problems
<p>Behaviours – ‘What can you do?’</p> <ul style="list-style-type: none"> Provide a high level of customer service and attention to detail Employ good communication, negotiation and relationship-building skills, particularly with contractors Analyse data to inform optimal allocation of resources Prepare high quality reports and business cases Manage and keep track of large scale programs of work 	<p>Personal qualities – ‘Who you are’</p> <ul style="list-style-type: none"> Enjoy working with a business head and a social heart Kind, responsive, caring and supportive Work with integrity to deliver the best outcomes for customers



Your work as an SGCH Asset Operations Manager (SWS/MNE)

Our strategic work areas	Your daily work
Vision, purpose and strategy	<ul style="list-style-type: none"> • Work together to achieve our purpose to provide sustainable, safe and affordable housing as the foundation for our customers to connect to opportunities and build their communities • Aspire to achieve sustainable tenancies as a foundation for opportunity, more sustainable homes in thriving communities and a vibrant sustainable business in the work you do everyday • Manage relationships with stakeholders to ensure a shared focus on improving outcomes for tenants and social housing communities
Customer service	<ul style="list-style-type: none"> • Promote a culture of respect, courtesy, authenticity and fairness when interacting with customers • Respond to customer enquiries and requests with care and urgency • Keep customers, stakeholders and colleagues informed about issues they have raised and seek feedback to ensure their needs are met
Asset Management	<ul style="list-style-type: none"> • Investigating, understanding, and monitoring team performance to identify service issues or the quality of the outcomes; and to ensure work sites are statutory compliant, ie WHS, environmental • Identifying and reporting on safety and quality assurance issues in a timely manner that meets legislative requirements, SGCH safety policy, and quality assurance principles • Assess the structure and fabric of SGCH’s existing owned and managed portfolio to identify, assess, scope, quantify and cost rectification works including structural defects present or likely • Identify preventative and corrective works to ensure components deliver their maximum functional life including roofs, drainage systems, facades, windows, balustrading, stairs and boundary structures • Commission specialist reports to identify corrective and preventative maintenance to core systems • Identify and cost the works required to inform the annual maintenance budgets and feed into the various 1- and 10-year Asset Maintenance Plans and the overall Group 40 year forward Planned Maintenance Program and life-cycle financial models
Project & Contract Management	<ul style="list-style-type: none"> • Manage the delivery of the MTC component of the SGCH General Maintenance Work Contracts, including: <ul style="list-style-type: none"> ○ compliance with work health and safety legislation and regulation ○ financial performance against budget ○ responding and managing tenant service complaints ○ measuring performance by monitoring key performance indicators (KPIs) ○ work order management and reporting ○ inspections of work completed



	<ul style="list-style-type: none"> ○ debtors ● Scoping projects and preparation of concise, informative project plans and recommendations ● Tender project works in accordance with Procurement guidelines ● Prepare and track programs in Excel or MS project ● Ensure that Risk and Issue Management is conducted effectively throughout the Project. ● Manage Scope and changes /variations to scope ● Manage all stakeholders to ensure that Project expectations are controlled ● Managing end-to-end project delivery ● Financial management of project to ensure transparency and compliance with budgets
Budget Management	<ul style="list-style-type: none"> ● Actively manage key areas of budget risk e.g. early identification of areas of rising costs ● Manage the issuing and approval of invoices and variations, and record all details in our specialised information and communications technology platform
Leadership and teamwork	<ul style="list-style-type: none"> ● Model SGCH values, leadership and team behaviours, promote a culture of innovation, support, accountability, respect and integrity. ● Collaborate with teams across our organisation to provide high quality customer services ● Support team members to deliver the best services they can by sharing knowledge and skills; and work together to resolve challenging situations ● Adopt a leader coach approach to supporting the team with a focus on building the capacity and capability of team members to deliver consistent high-quality services and resolve complex issues as they arise ● Align team (internal and external) with organisation direction and track team progress to achieve outcomes ● Fully collaborate with teams across our organisation to improve outcomes for customers
Self-management	<ul style="list-style-type: none"> ● Work flexibly to adapt and respond quickly when situations change ● Be open to new ideas, seek feedback and respond constructively ● Look for and take advantage of opportunities to learn new skills and develop strengths ● Be resilient and able to work under pressure
Business excellence and innovation	<ul style="list-style-type: none"> ● Keep up to date with relevant contemporary knowledge and practices ● Understand team and organisational objectives and align your activities accordingly ● Understand the expected performance requirements and support our teams to achieve these objectives ● Identify ways to improve systems, project processes, tools and templates to achieve better outcomes ● Identify resource needs and ensuring goals are achieved within budget and timeframes



Legislation, policies and procedures	<ul style="list-style-type: none"> • Understand and follow legislation, rules, policies, guidelines and codes of conduct that apply to your role • Help others to understand their obligations to comply with legislation, rules, policies, guidelines and codes of conduct • Ensure the privacy of customer and organisational information is protected
Compliance and reports	<ul style="list-style-type: none"> • Accurately collect and record tenancy and other information • Contribute to the collection of data and information on operational performance • Attend regular (at least weekly) team huddles and regional team meetings
Accountability and risk	<ul style="list-style-type: none"> • Identify and follow safe work practices; and be vigilant about their application by self and others • Attend workplace health and safety training • Be aware of risks that might impact on the completion of an activity and escalate when identified • Speak out against misconduct and inappropriate behaviour
Information technology	<ul style="list-style-type: none"> • Use core office software applications such as Microsoft Outlook, Word and Excel • Manage and update information and workflows in our specialised information and communications technology platform, OneHousing and other applications where required • Comply with SGCH policies on the acceptable use of technology



Our expectations	Your values and behaviours
<p>Top accountabilities</p>	<ol style="list-style-type: none"> 1. Deliver responsive, respectful and consistent services 2. Actively manage safety and promote our safety culture 3. Collaborate with peers and teams in CHP and Customers Services 4. Implement the necessary planning, controls, and monitoring and implement services to ensure asset standards are maintained and increased across SGCH’s building portfolio (owned and managed) and in accordance with the Asset Management Framework, Safe and Sustainable Homes Standard and associated documents 5. In consultation with the HO CHP, identify the most cost-effective opportunities to minimise asset deterioration across the SGCH portfolio 6. As agreed with the HO CHP and ED CHP, oversee the delivery of capital projects to upgrade building performance across our portfolio, within budget, on time and to standard 7. Manage direct reports to achieve agreed outcomes and optimise team productivity 8. Manage contractors (directly and through direct reports), including procurement and performance management, to ensure all necessary services are delivered with a high level of quality and value for money 9. Manage and report on budgets to ensure fiscal responsibility 10. Update and enhance processes and tools to ensure provision of consistent and quality outcomes and outputs 11. Ensure that accurate and timely reports are provided to SGCH teams and regulatory authorities at agreed frequencies 12. Know and understand SGCH policies and processes and apply them with a focus on delivering sustainable housing outcomes for customers 13. Apply the Australian Privacy Principles when managing customer information and data
<p>Our values</p>	<ol style="list-style-type: none"> 1. Trust – we take ownership and accountability to build trust 2. Empowerment – we empower our people, partners and our customers 3. Inclusion – we respect differences and treat people equally 4. Creativity – we explore new and better ways of working 5. Honesty – we are responsible, ethical and professional