

Senior Asset Program Manager Position Description

Non-Award Contract

Key role details

Senior Asset Program Manager	
Reports to (position)	Executive Director, Customers – Homes and Places
Department	Customers – Homes and Places (CH&P)
Location	Hurstville with a relocation to Redfern mid-2024 and other SGCH office locations as required
Remuneration level	Grade B
Essential requirements	<p>Tertiary qualification in business, property asset analysis related discipline or equivalent relevant experience.</p> <p>Experience in people leadership, with a focus on coaching team members.</p> <p>Demonstrated superior analytical and problem-solving skills.</p> <p>Strong data management skills with ability to identify emerging issues and recommend appropriate actions.</p> <p>Excellent business analysis, financial modelling, budgeting, forecasting and cashflow management knowledge.</p> <p>Demonstrated experience in preparing lifecycle cost models.</p> <p>Experience in planning, testing, and implementing continuous improvements to policies, frameworks, processes, and workflows.</p> <p>Excellent written, interpersonal, and verbal communication skills, including report development and presentations.</p> <p>Sound knowledge and understanding of project management methodology.</p> <p>Understanding of asset management principles and building industry terminology.</p> <p>Understanding of WHS Regulations, National Construction Code (NCC,), Australian Standards, legislative and government requirements, Quality management principles and associated standards.</p> <p>Demonstrated experience in the use of asset management or similar software.</p> <p>Proficient in MS Office programs and Power BI.</p>
Desirable skills	<p>Experience in and/or understanding of current issues facing community housing businesses in Australia.</p> <p>Familiarity with asset maintenance and housing asset standards.</p> <p>Knowledge of managing Schedule of Rates and impacts of Responsive Maintenance Matrix or similar</p> <p>Ability to understand and balance contractual imperatives and the issues faced by people facing housing need.</p>



Position Summary

As the SGCH Senior Asset Program Manager, you will lead the development, implementation and maintenance of asset and financial program information and documentation within the Customers – Homes and Places (CH&P) team.

In partnership with the Executive Director and Heads of Customers Homes and Places, you will collaborate with key stakeholders to deliver a strategic asset management framework encompassing all SGCH entities, partnership contracts, and management agreements aligned to the SGCH strategic plan. You will use data to inform evidence-based decisions to achieve an optimal life cycle approach that is cost-efficient, provide a strategic intent to eliminate immediate risks, reduce future risks and provide a resourceful approach to delivery and budget management.

Critical to the role is the implementation of the Asset Management Roadmap for Growth Strategy and continuing to identify opportunities for improving business processes and operations and working with subject matter experts to document and determine optimal solutions. As part of the role, you will develop consistent business requirements documentation, translating complex ideas for all stakeholders and providing supporting evidence for funding proposals and business cases. As part of your role you will also coordinate, and work with Business Analysts contracted by SGCH to assist on other business projects.

You will deliver work programs and coordinate the 1-year Asset Management Plans that meet the Strategic and Operational Plans and are cognisant of long-term Asset Management Plans. You will work collaboratively with key leaders responsible for project deliverables, property inspection programs and procurement to ensure effective and efficient contract communication and management.

As part of your role, you will manage strategic asset data and systems with focus on providing insights and recommendations to the CH&P regional Heads of MNE and SWS to ensure standardisation, drive efficiencies and consistency in the delivery of the CH&P team's work. You will undertake detailed analysis and assessment of data to input into information packs and reports to support decision-making across all SGCH entities. You will report on trends, evaluate, analyse, and input into lifecycle forecasts, planned, scheduled and compliance programs, to provide safe and sustainable housing.

You will identify and manage interdependencies across SGCH and support change management and transition activities and meet reporting obligations for, SGCH internally and externally as required by contractual obligations with Land and Housing Corporation and other partnership management agreements. You will undertake compliance program reporting to ensure contract performance regimes as self-reported are being met.

Your work at SGCH will be committed to delivering with passion and purpose, guided by our organisational values, and your core 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

Senior Asset Program Manager	
<p>Knowledge – ‘What do you know?’ Value and importance of social and affordable housing to individuals and the community How to focus on individual and team strengths to deliver best practice services The principles of the Reactive Maintenance Matrix, and how to use them to achieve the SGCH Safe and Sustainable Homes Standard</p>	<p>Experience – ‘What have you done?’ Experience in contractor and performance management Delivered services to meet and exceed operational benchmarks Managed and developed partnerships Worked with a range of internal and external stakeholders</p>
<p>Behaviours – ‘What can you do?’ Lead a team to provide exceptional customer service Set clear expectations, support team members to deliver and hold team members and contractors to account Work with consistency, with a focus on quality Negotiate to achieve sustainable outcomes Self-motivated with a learning mindset, working autonomously, part of a high performing team</p>	<p>Personal qualities – ‘Who you are’ Enjoy working with a business head and a social heart Accountable, taking responsibility for your commitments and actions Kind, responsive, caring and supportive Work with integrity to deliver the best outcomes for customers</p>

Your work as an SGCH Senior Asset Program Manager

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. • Lead a team to deliver great places, thriving people, connected 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.
Customer service	<ul style="list-style-type: none"> • Showing respect, courtesy and fairness when interacting with our customers. • Responding to customer enquiries and requests with care and urgency. • Keeping customers informed about issues they have raised and seeking feedback to ensure their needs are met.



<p>Program Management</p>	<ul style="list-style-type: none"> • Preparing, editing, and updating lifecycle and yearly budgeting models, informed by asset condition data, including trend analysis and projections, partnership management agreements and other contractual requirements, SGCH policies and frameworks. • Review and update as required the property condition standards to keep up to date and in accordance with legislation changes and good practice, including identification of life cycle and sustainable initiatives. • Update condition standards to properties and components in the system once life cycle and planned works are completed. • Provide Homes and Places business intelligence reporting through the utilisation of the One Housing system and business intelligence tools, and other reporting tools. • Develop, collate, analyse, and report on key performance indicators and information from internal and external resources and use it to provide useful and meaningful reports and make recommendations, in line with strategic and business plans, for decisions to the Homes and Places leadership team you are a part of.
<p>Budget management</p>	<ul style="list-style-type: none"> • Monitor monthly performance of responsive and End of Tenancy budgets. • Ownership of SGCH Responsive Maintenance Matrix, including its review, update and circulation. • Actively manage key areas of budget risk, e.g. early identification of areas of rising costs • Manage the issue and approval of invoices and variations, and record all details in One Housing
<p>Leadership and teamwork</p>	<ul style="list-style-type: none"> • Lead by example, modelling a culture of innovation, support, accountability, respect and integrity • Work as a team to provide best practice services. • Collaborate with teams across our organisation to improve outcomes for customers . • Support team members by sharing knowledge and skills, and work together to resolve challenging situations.
<p>Self-management</p>	<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. • Show resilience and ability to work under pressure.
<p>Training and coaching</p>	<ul style="list-style-type: none"> • Adopt a leader coach approach to support 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. • Support delivery of consistent, responsive services by training End of Tenancy Coordinators in key processes; quality reporting, data and information management.



Learning mindset and accountability	<ul style="list-style-type: none"> • Model and encourage a learning or growth mindset in the team to build a culture of continuous learning, that values evidence and data, constructive feedback and exposure to new experiences. • Ensure accountability across the team; set clear expectations and goals, build a shared understanding and commitment to deliver, and have accountability conversations when expectations are not met. • Address and resolve team and individual performance, in a timely and effective way.
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 project processes, tools and templates to achieve better outcomes.
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"> • Support high quality data and information collection across the team to contribute to accurate operational reports. • Attend regular (at least weekly) team huddles and regional team meetings to monitor operational performance and share information.
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
Top accountabilities	1. Deliver responsive, respectful, consistent and timely services.



2. Actively manage safety and promote our safety culture.
3. Lead the implementation of the Asset Management Roadmap for Growth Strategy and identify efficiency updates to business processes, Asset Management Framework and Policies.
4. Lead the CH&P Budget setting, forecasting, and reporting.
5. Automate the yearly Planned & Preventative Maintenance Plan, Scheduled Maintenance, and align with budget setting across portfolio entities, meeting contractual requirements, forecasting, through fierce prioritisation to improve asset condition and support preventative asset management.
6. Deliver lifecycle Asset Management Forecasting models.
7. Create Property Assessment Inspection schedule to meet contractual and business commitments.
8. Ensure the updating of property condition data is automatically reflected in system at work completion.
9. Identify opportunities for improving business processes and operations, working with subject matter experts to document and determine optimal solutions.
10. Analyse and problem-solve to recommend a practical approach to develop the why, based on data trends, evidence, and outcomes, documenting appropriate actions for improvement, resulting in recommendations and implementation in line with approvals and compliance with relevant legislation, policies and frameworks.
11. Provide leadership and work collaboratively with leaders across SGCH to provide regular reports on key performance indicators including analysing expenditure and budget for various operational programs and inform decision making through recommendations.
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.

Our values

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