

Position Description

Position Title:	Manager Social Enterprise
Team:	Social Enterprise Team
Employment Status:	Full-time and Ongoing
Primary location	Kensington, but may be required to work at other locations

About Unison

Unison is a not-for-profit organisation that works to reduce disadvantage and social exclusion by creating communities that thrive. We develop, own and manage social, transitional and affordable housing and provide commercial property management, owners corporation management, and cleaning and grounds services.

We believe that affordable housing is the foundation on which to build a life of value but that a good life takes more than just housing. A good life takes place in a community. Unison also assists over 3,500 people who are homeless or at risk of homelessness each year.

Unison is proud to be an Equal Employment Opportunity (EEO) employer. We are committed to the safety of our clients and staff and engaging in a diverse workforce. Unison encourages individuals of diverse backgrounds, including but not limited to those from the Aboriginal and Torres Strait Islander, Culturally and Linguistically Diverse, and the LGBTIQ+ communities, to join our workforce.



OUR VISION

Communities that thrive.

OUR MISSION

Collaborate to create vibrant, sustainable communities that meet the needs of renters, owners and people who are homeless, by developing, managing and providing access to affordable housing.

Our Values

We are committed to delivering high-quality services in line with our organisational values. These values are the principles that guide how we operate, how we provide services to our customers, how we treat each other within the organisation, and how we relate to the broader community.

As a values-based organisation, Unison seeks to cultivate a culture founded on quality of service delivery, responsiveness, collaboration and respect for others. It is an environment that requires all team members to maintain high work standards in line with our values.

At Unison we value:



About Unison Property Corporation

Unison Property Corporation (UPC) is a non-for-profit entity of Unison that provides management services for Owners Corporations and a Social Enterprise delivering cleaning, gardening and property maintenance services on commercial terms.

The UPC Owners Corporation currently employs 2 staff and provides services to 509 lots across 13 Owners Corporation buildings in Melbourne and is a member of the Strata Community Association.

The Social Enterprise team employs more than 15 staff who provide cleaning and grounds maintenance services across more than 40 properties. Additional services offered include hard rubbish removal, test and tag and periodic cleaning and property maintenance.

Position Objectives

The Manager Social Enterprise provides leadership and drives service excellence for the Social Enterprise Team. The team of more than 15 staff provides cleaning and groundskeeping services to clients, including Unison, on a commercial basis. The position is responsible for maintaining high quality standards and ensuring employees are supported, trained and supervised.

In cooperation with the UPC General Manager and Social Enterprise Team Leaders, this position plays a key role in growing the business and service offerings and maintaining positive and productive relationships with customers and other internal and external stakeholders.

Key Accountabilities

Service Delivery

- Manage the effective provision of cleaning and grounds maintenance services, aligned to customer needs and targets. This includes ensuring effective allocation of resources to meet needs within budget.
- Identify and drive opportunities to improve efficiency, quality, customer service and enhance profitability and develop and implement relevant specific procedures and processes where

- required
- Identify business opportunities and assist the General Manager UPC in developing proposals to grow the business.
- Manage the procurement and servicing of equipment, as well as purchase of supplies, in line with Unison policies.
- Manage customer engagement, including handling of complaints, and ensure the General Manager UPC is kept apprised of processes and outcomes including the potential for escalation of complaints
- Undertake administrative responsibilities, rostering and reporting as required, ensuring timely completion.

People Management.

- Lead, motivate and manage an engaged, capable and productive team to achieve positive business outcomes
- Model, promote and maintain a positive, respectful and enthusiastic work environment aligned to Unison Values and Code of Conduct.
- Maintain high standards of professional practice within the team through the provision of support, guidance and coaching. Ensure constructive feedback is provided through regular supervision and performance reviews.
- Ensure team members receive mentoring and guidance and have access to opportunities to support their professional growth and development.
- Where required, undertake performance management and succession planning.

Financial Resources Management

- Produce quotes and billing for current and new customers
- In consultation with the General manager UPC, prepare annual budgets and long-term expenditure plans.
- Monitor performance against budget and take corrective action when required.
- Support tender and contract management as required.
- Ensure income and expenditure incurred is in line with relevant policies and procedures.

Compliance and Risk

- Ensure that staff are aware of the Unison compliance framework and foster a culture in which all staff understand their role in maintaining compliance
- Proactively manage adherence and compliance across the team with all relevant codes, acts and regulations as determined by statutory authorities and regulatory bodies, as well as UPC Policies and Procedures.
- Ensure key risks and hazards are identified and managed in accordance with the organisation's policies and procedures

Personal Accountability (consistent for all PDs)

- Champion a culture that is respectful, non-judgemental and inclusive in line with Unison's Values, Code of Conduct, Policies and Procedures.
- Actively participate in activities and initiatives to promote and sustain a positive and collaborative workplace with colleagues and stakeholders.
- Participate in team meetings, Unison staff meetings and other meetings and forums as required.
- Participate in regular performance review and planning.
- Ensure regular reports relevant to the position are accurate and provided within specified formats and timelines.

- Comply with all legislation, regulations, standards and Unison policies and procedures relevant to the position.
- Other duties as directed by Unison.

Key Selection Criteria

Qualifications and experience	<p>Essential</p> <ul style="list-style-type: none"> • Relevant tertiary qualification and/or experience managing a social enterprise or cleaning/gardening/maintenance team • Demonstrated experience successfully managing people, including people from cultural and linguistically diverse backgrounds and people who may have experienced disadvantage <p>Desirable</p> <ul style="list-style-type: none"> • Experience managing a Cleaning and/or Gardening business • Demonstrated ability to lead business growth • Experience with Job Management software
Personal qualities	<ul style="list-style-type: none"> • Demonstrated commitment to social justice, Unison values and the empowerment of disadvantaged members in the community • Demonstrated high-level interpersonal and team skills, including the ability to work cooperatively and promote a positive approach. • Ability to lead by example and demonstrate a strong sense of integrity, ethics and dependability • Ability to problem solve and meet demanding work deadlines with limited supervision. • A proactive, collaborative mindset and demonstrated capacity to work independently and within a team environment.
Knowledge and skills	<ul style="list-style-type: none"> • Skilled at building and maintaining responsive and sustainable customer relationships • Excellent time management, planning and organisational skills with the ability to prioritise and meet deadlines. • Demonstrated understanding and application of OHS legislation and regulation • Strong planning and creative problem-solving skills • Strong attention to detail. • Proficient in MS Office programs
Workplace Health and Safety	<ul style="list-style-type: none"> • Comply with Unison's OHS policy and procedures and applicable legislation and promote a positive safety culture. • All employees must take reasonable care for the health and safety of themselves and others affected by their actions at work. • Regularly inspect your work environment and report any incidents, hazards or near misses that can cause harm or represent a threat to public safety to the relevant Manager or Supervisor. • Actively participate in hazard identification and elimination where practical.

Other requirements	<ul style="list-style-type: none"> • A current valid and full Victorian Driver's Licence is essential • This role is subject to a satisfactory National Police History check and Working with Children Check. • Applicants who have lived overseas for 12 months or longer during the past ten years must provide the results of an International Police Check. • All employees are required to provide evidence of 2 COVID-19 vaccinations
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Organisational Relationships

Accountable to	UPC General Manager
Supervises (Day to Day Operations)	Social Enterprise Team Leaders Cleaning x 2 Social Enterprise Team Leader Groundskeeping
Internal relationships	UPC staff Unison staff
External relationships	Customers Suppliers Government

Physical Inherent Requirements

Office duties	<ul style="list-style-type: none"> • Sitting at a workstation using a computer or sitting for up to two hours at a time with breaks. • General office-based work includes handling files and various paperwork and attending to phone calls and stakeholder enquiries.
Driving	<ul style="list-style-type: none"> • Required to drive private or Unison owned vehicles.
Work environment	<ul style="list-style-type: none"> • May be required to work from different sites, including offsite facilities. • Exposure to varied weather conditions.
Lifting and carrying	<ul style="list-style-type: none"> • Infrequent lifting and carrying of items up to 5kgs.
Bending and reaching	<ul style="list-style-type: none"> • Required to occasionally bend and reach.

Position Description Review

Date Position Description Adopted:	May 2023
Position Description Review Date:	May 2025