

## Position Description

<b>Position Title:</b>	<b>Senior Team Leader Maintenance</b>
<b>Team:</b>	Property
<b>Employment Status:</b>	12 month fixed term
<b>Primary location</b>	117 Berkeley Street Melbourne and other offices on rotation

## 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:



## Position Objectives

The role is responsible for leading a team to deliver maintenance services at properties owned and managed by Unison to ensure assets are compliant and organisational objectives are met.

## Key Accountabilities

### Maintenance Delivery

- Under limited direction from the Director Asset Management, co-ordinate the delivery of responsive and vacant maintenance activities within budget limits.
- Co-ordinate the day to day operations and resourcing of the Maintenance Team to ensure assets and activities are compliant with relevant codes, acts and regulations as determined by statutory authorities and regulatory bodies, as well as Unison policies and procedures
- Act as a first point of contact to other employees for the Maintenance team and provide assistance to resolve queries.
- Assist in the preparation of annual maintenance plans and budgets and setting performance outcomes
- Undertake monitoring and reporting to ensure that delegated tasks are completed to a satisfactory level.
- Establish Asset Management procedures and work practices to ensure the delivery of high quality services and contribute to the development of organisational policies.
- Provide expert advice based on asset management best practice and manage complex facilities issues.
- Be rostered as on-call escalation point for out of hours facilities emergencies.
- Ensure accurate recording of relevant information within existing systems.

## People Management

- Lead, motivate and manage an engaged, capable and productive team to achieve positive outcomes for renters.
- 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.

## Personal Accountability

- 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

<b>Qualifications and experience</b>	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Tertiary qualification(s) in a property, project management or other related discipline</li> <li>• 3+ years demonstrated experience and success in a property related role</li> <li>• Experience in supervision of teams</li> <li>• Current Driver's Licence</li> </ul> <p><b>Preferred</b></p> <ul style="list-style-type: none"> <li>• Experience working in social housing</li> </ul>
<b>Personal qualities</b>	<ul style="list-style-type: none"> <li>• Demonstrated high level interpersonal and team skills, including the ability to work co-operatively and promote a positive approach.</li> <li>• Commitment to social justice and desire to promote and model the values of Unison in all interactions with employees, tenants and clients and the broader community.</li> </ul>

	<ul style="list-style-type: none"> <li>• Ability to problem solve and meet demanding work deadlines with limited supervision.</li> <li>• A proactive, collaborative mindset and demonstrated capacity to work independently and within a team environment.</li> <li>• Demonstrated ability to maintain confidentiality, maturity, and diplomacy in responding to/and in management of enquiries from staff, customers and members of the public.</li> </ul>
<b>Knowledge and skills</b>	<ul style="list-style-type: none"> <li>• Strong communication skills and an ability to negotiate and influence a range of stakeholders</li> <li>• Sound decision making skills based on accurate and timely analysis</li> <li>• Critical thinking, planning and creative problem-solving skills</li> <li>• Ability to work under pressure</li> </ul>
<b>Workplace Health and Safety</b>	<ul style="list-style-type: none"> <li>• Comply with Unison's OHS policy and procedures and applicable legislation and promote a positive safety culture.</li> <li>• All employees must take reasonable care for the health and safety of themselves and others affected by their actions at work.</li> <li>• 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.</li> <li>• Actively participate in hazard identification and elimination where practical.</li> </ul>
<b>Other requirements</b>	<ul style="list-style-type: none"> <li>• A current valid and full Victorian Driver's Licence is essential</li> <li>• This role is subject to a satisfactory National Police History check and Working with Children Check.</li> <li>• Applicants who have lived overseas for 12 months or longer during the past ten years must provide the results of an International Police Check.</li> <li>• All employees are required to provide evidence of 2 COVID-19 vaccinations</li> </ul>

## Organisational Relationships

<b>Accountable to</b>	Director Property
<b>Supervises (Day to Day Operations)</b>	Team Leader, Maintenance Facilities Advisors
<b>Internal relationships</b>	Managers, Team Leaders, Place Managers, Finance
<b>External relationships</b>	Contractors Peak bodies State and local government

## Physical Inherent Requirements

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

## **Position Description Review**

<b>Date Position Description Adopted:</b>	August 2022
<b>Position Description Review Date:</b>	August 2024