



POSITION DESCRIPTION

Maintenance Administration Officer

OVERVIEW

PROGRAM: Operations - Maintenance

POSITION REPORTS TO: Maintenance Administration Coordinator

ORGANISATION CONTEXT:

Vision

Aboriginal Housing Victoria's (AHV) vision is to ensure that Aboriginal Victorians secure appropriate, affordable housing as a pathway to better lives and stronger communities.

AHV is the first Aboriginal housing agency to be registered as a Housing Association in Victoria and it is also the largest. Our tenants are assured of access to an Aboriginal landlord and personalized and culturally sensitive services for Aboriginal people which helps to maintain and strengthen Aboriginal communities and cultural ties.

AHV provides housing to approximately 4,000 low income Aboriginal Victorians in 1,520 properties, representing 8% of the Aboriginal population. AHV manages tenancies across metropolitan and regional Victoria - Loddon Mallee (302), Gippsland (216), Hume (197), Grampians (119), Barwon (145) and the Northern (186), Southern (167), Eastern (44) and Western (144) Melbourne Metropolitan areas.

In September 2016, the Victorian Government formally announced the transfer of title of 1,448 properties that were previously managed by AHV, on behalf of the Director of Housing. The first tranche of 511 properties in the metropolitan Melbourne has occurred, with the balance of properties to be transferred over the next 2 years. The transfer of the properties to AHV, valued at approximately \$500 million is the largest to any community agency in Victoria. As the single largest financial commitment to Aboriginal Affairs in Victoria's history, it represents one of the most significant acts of self determination in Victoria. Title transfer represents significant progress toward achievement of the original ambition of AHV's founding Elders to achieve self determination and provide culturally responsive housing services.

Values

Aboriginal cultural values underpin AHV's values. Our values provide an ethical framework within which all decisions are made and our services are delivered. Our values guide how we relate to our clients, each other and to the Aboriginal and non Aboriginal community.

Respect and support for Aboriginal identity and culture and for our tenants and stakeholders

Striving for excellence through leadership in Aboriginal housing and best practice service delivery

Integrity, trust and honesty in all our business activities

Collaborative relationships with our community, tenants, government and stakeholders

Kindness, compassion courtesy and dignity in our relationships with our clients, our stakeholders and with each other

In early 2017 AHV became accredited as a workplace taking active steps to stop men's violence against women under the White Ribbon Workplace Accreditation Program and has a zero tolerance approach to violence.

AHV is also committed to promoting and protecting the interests and safety of children.

PROGRAM INFORMATION:

The Maintenance and Operations Unit sits within the Operations Division which also includes Clients and Compliance and Systems Improvement. Operations Division is responsible for the delivery of a range of services including client enquiries, managing waiting lists, allocations, rent payment, arrears, property management and maintenance works and associated costs and life skills support.

PURPOSE OF THE POSITION:

Reporting to the Team Leader Maintenance and Operations the key responsibilities of the Invoicing Officer is to co-ordinate the processing of asset invoices ensuring their accuracy and timely payment, using AHV systems to record and update information on work orders and undertake some reporting on the status of work orders.

KEY RESPONSIBILITIES

- Maintenance work order monitoring and follow up.
- Maintenance request coordination and management.
- Support for Client Services Team – Maintenance.
- Job escalation management.
- Invoice and purchase order auditing.
- Contractor KPI monitoring. Including contractor documentation management.
- Initial complaints management and processing.
- Administration of all Job Variations.
- Contractor payment cycles and processes.
- Processing of asset invoices for payment in accordance with delegations and within deadlines, including matching invoices with the relevant work order/s, ensuring the accuracy of invoices and the provision of all relevant supporting documentation verifying works.
- Ensure that WOs for completed jobs are closed off daily.
- Follow up with contractors through a weekly email any outstanding jobs or invoices.
- Comply with AHV's policies and procedures at all times.
- Prioritise work and manage working time to ensure efficient productivity.
- Perform other duties as directed that fall within the scope of the position or the incumbent's knowledge and skills base understanding that not all duties will be necessarily performed at all times.

QUALIFICATIONS AND LICENSES

- It should be recognised that services are in a constant state of development, and some of the above duties may change during the period of employment. A satisfactory Police Check is a mandatory requirement for all positions (to be arranged by AHV).
- Previous Maintenance Administration Experience preferred.
- Understanding of managing contractors using a head contractor model and a set Schedule of Rates preferred.
- Victorian driver's licence.

KEY SELECTION CRITERIA

- Awareness and appreciation of Aboriginal societies and cultures and an understanding of the issues affecting Aboriginal people in contemporary Australia and the diversity of circumstances of Aboriginal people.
- Strong attention to detail with a numerical aptitude.
- High level customer service skills along with experience in liaising with a variety of internal and external stakeholders.
- Demonstrated ability to prioritise competing priorities, to work autonomously and under pressure and take direction and responsibility for the effective completion of work.
- Demonstrated ability to use initiative and apply a problem solving approach to work.
- Sound written and verbal communication skills.
- High level interpersonal skills with demonstrated capacity to work collaboratively with other staff to achieve positive outcomes.
- Proficiency in IT systems including the Microsoft suite of applications

EMPLOYMENT CONDITIONS

- Terms and conditions of employment are as per the Contract of Employment
- AHV is an equal opportunity workplace
- AHV promotes a smoke free workplace
- A current National Police records check and relevant valid state Working With Children Check are required
- Attend mandatory and other training as required

APPROVED BY MANAGER

ACCEPTED BY STAFF MEMBER

DATE