



## POSITION DESCRIPTION

### State Maintenance Manager (Community Housing)

#### OVERVIEW

<b>PROGRAM</b>	Assets and Development
<b>POSITION REPORTS TO</b>	Director Assets and Development
<b>DIRECT REPORTS</b>	2 (team of 9)
<b>IDENTIFIED POSITION</b>	No
<b>DATE PREPARED</b>	14 August 2024
<b>AWARD</b>	SCHCADS Award Level 8.1

#### ORGANISATION CONTEXT

##### About

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

Aboriginal Housing Victoria (AHV) is an Aboriginal<sup>1</sup> community organisation responsible for managing more than 1,600 rental properties for Aboriginal people living in Victoria.

Our vision is to ensure that Aboriginal Victorians secure appropriate, affordable housing as a pathway to better lives and stronger communities.

In addition to being the largest Aboriginal Registered Housing Agency in Australia, AHV is the lead agency for Victoria's Aboriginal housing and homelessness policy, *Mana-na woorn-tyeen maar-takoort*. As the housing and homeless policy lead in the Victorian Aboriginal community, AHV has responsibility to work in partnership with the Government to secure the resources and reforms to implement the policy, while we support sector development to empower Victoria's Aboriginal community to determine its chosen housing future.

AHV's housing services are targeted to those most in need of support. Through the provision of secure housing by an Aboriginal rental provider, AHV helps strengthen and maintain Aboriginal communities and cultural ties.

##### 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

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

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<sup>1</sup> Throughout this document the term "Aboriginal" is used to refer to both Aboriginal and Torres Strait Islander people.

## PROGRAM INFORMATION

The State Maintenance Manager (Community Housing) position is part of the Assets and Development Division. This Division's core roles are to:

- Provide maintenance services in relation to the current AHV housing portfolio
- Pursue opportunities for and actual delivery of new housing

It has responsibility for:

- Providing for excellent in the delivery of service in the maintenance of housing assets.
- Compliance with AHV's obligations and responsibilities as a Registered Community Housing Registrar, under the Residential Tenancy Act and any relevant legislative requirements.
- Ensuring that housing stock is appropriately located, maintained and suitable to meet compliance requirements and AHV's social and community objectives.
- Contributing to the asset capability of the Aboriginal housing sector where required.

The Division is responsible for a range of total asset management functions that include Asset Strategy and Planning, Property Developments and Acquisitions, Asset Recycling and Maintenance; and developing KPM's and benchmarks to achieve best practice asset administration.

The Division will ensure a holistic approach to total asset management incorporating planning, acquisition, maintaining and disposing of/redeveloping assets. The Division is led by a Director, who has overarching responsibility for delivery of the Assets and Development Division's roles and responsibilities.

## PURPOSE OF THE POSITION

As the State Maintenance Manager you'll be the driving force behind the upkeep of AHV's housing portfolio. Your role is pivotal in ensuring maintenance tasks are executed with efficiency and effectiveness, safeguarding the well-being of residents and the integrity of all assets.

## KEY RESPONSIBILITIES

- To formulate, develop and maintain systems to effectively manage the delivery of asset services to all AHV owned and managed properties, particularly in relation to reactive and scheduled maintenance.
- To ensure our properties are maintained to an appropriate standard and our tenants receive respectful and timely response to maintenance requests.
- Manage contractor performance to ensure maintenance and capital works requirements are met in terms of time, quality and budget.
- To effectively manage teams of property officers and client service officers.
- Procurement of maintenance services and buildings works.
- To build and maintain a harmonious, productive and safe workplace and a cohesive well-functioning team.
- Ensure all stakeholders are appropriately informed,
- Ensure the delivery of services meets the Key Performance Measures (KPM's) nominated by the Community Housing Registrar.

## QUALIFICATIONS AND LICENSES

- Degree in Engineering/Architecture/Construction Management/Town Planning/ Property or relevant discipline and/or relevant experience.
- PRINCE2 or Project management certification and/or sound knowledge of project management techniques.
- Current Victorian Driver's Licence.

## KEY SELECTION CRITERIA

- Awareness and appreciation of Aboriginal communities and cultures and an understanding of the issues affecting Aboriginal people in contemporary Australia and the diversity of circumstances of Aboriginal people.
- Experience in property management and maintenance of large residential housing portfolio, preferably in a social/community housing environment.
- Demonstrated ability in the coordination, supervision and leadership of teams in the delivery of excellent customer service.
- Experience in the selection, deployment and operation of a Computerised Maintenance Management System  
Demonstrated experience in management of services delivered by external contractors.
- Experience and knowledge in the requirements of essential services management.
- Comprehensive understanding of the OH&S requirements, relevant to the maintenance operations.
- Excellent communication skills, both verbal and written.

#### **EMPLOYMENT CONDITIONS**

- Terms and conditions of employment are as per the Contract of Employment.
- AHV is an equal opportunity workplace.
- A current National Police records check and Working with Children Check are required.
- Attend mandatory and other training as required.