



POSITION DESCRIPTION

TEAM LEADER MAINTENANCE (COMMUNITY HOUSING)

OVERVIEW

PROGRAM	Assets & Development
POSITION REPORTS TO	State Manager Maintenance (Community Housing)
DIRECT REPORTS	5 (4 x Property Compliance Officers and 1 x Maintenance Admin Coordinator)
IDENTIFIED POSITION	No; Aboriginal and Torres Strait Islander candidates strongly encouraged to apply
DATE PREPARED	November 2024
AWARD	SCHCADS 6

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 Aboriginal¹ 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.

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

PROGRAM INFORMATION

Maintenance sits within the Assets & Development Division and is responsible for the delivery of a range of services including client enquiries, property management and maintenance works..

PURPOSE OF THE POSITION

Reporting to the State Manager Maintenance (Community Housing), the Team Leader Maintenance is responsible for:

- Managing the delivery of responsive, vacated and planned maintenance activities across AHV's property portfolio within budgets and required timeframes
- Managing a team of property compliance officers to ensure the effective and efficient delivery of responsive, vacated and planned maintenance. This includes the oversighting of contractors' delivery of works, ensuring compliance with the contract requirements, and the performance requirements of the Housing Registrar.
- Oversee and provide support to the Customer Service team, in the delivery of excellent customer services to AHV renters.
- Contributing to AHV achieving its strategic directions as set out in the business plan by managing the associated activities within set time, cost and quality parameters. This in turn will support AHV in its contribution to the self-determination and self-management of the Victorian Aboriginal Community.

KEY RESPONSIBILITIES

- Lead and co-ordinate the delivery of the responsive and planned maintenance works, including capital upgrade works, across AHV's housing portfolio.
- Build effective relationships with contractors, renters, other AHV staff and external stakeholders.
- Manage job scheduling and job progress from start to finish in an efficient and cost effective manner with a strong focus on quality and troubleshoot and validate variations where applicable.
- Ensure that works carried out by contractors are delivered to an acceptable standard, and in line with the required timelines and costs.
- Lead and supervise a team of property compliance officers in ensuring the delivery of responsive, vacated and planned maintenance works across all AHV housing assets including ensuring that staff are appropriately trained and supervised and that staff resources are utilised effectively.
- Ensure that vacant units are turned around in an efficient and cost-effective manner.
- Participate and contribute to Team meetings and other forums and contribute to business and strategic planning.
- Work closely with Team Leaders, management and staff, particularly Housing Services and the Strategic Asset Manager to facilitate communication of relevant information to operations staff.
- Supervise and support the Maintenance Admin Coordinator, in the operation of the Customer Service Team in the delivery of excellent customer services to renters, the timely and accurate engagement of contractors to address responsive maintenance requests and quality control follow-up.
- Identify opportunities for and lead improvements to processes and practices as well as participate in targeted business improvement projects to improve systems, policy, procedure, and practice.
- Contribute to AHV's strategic planning activities, and delivery of planned maintenance programs, as well as maintaining and updating AHV's Asset register.
- Carry out regular meetings with head contractors, prepare performance reports as required to the Director of Asset and Development and follow up in relation to performance and minor contract issues
- Monitor and report on budget expenditure to members of the executive management group as required
- Exercise a duty of care for the health and safety of staff, renters and contractors and implement effective OH&S measures to ensure compliance with the Occupational Health and Safety Act 2004 (Vic) Act and related legislative requirements.

- 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

- Relevant building or asset management qualifications and experience or relevant trade qualification and experience.
- Victorian driver's licence essential

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.
- Ability to work independently, including capacity to exercise effective personal judgement.
- Demonstrated experience in managing building and repairs projects on time and to budget.
- Strong understanding of building codes, finishing standards, products, suppliers, contracts, scope of works and the variation process.
- A good understanding of the principles of property and asset management along with experience in undertaking property inspections and compliance audits.
- Proven ability to lead and manage a team in the delivery of maintenance works.
- Highly organised with the ability to work on multiple tasks, manage competing priorities with proven ability to meet demanding deadlines.
- The ability to work independently, own responsibilities and use professional judgment in managing complex matters and work well within a team.
- Demonstrated capacity to work collaboratively to ensure client service delivery to clients with complex needs.
- Demonstrated capacity to be a change leader and drive improvements to existing management processes.
- Exceptional and effective interpersonal, communication, negotiation and facilitation skills with experience in building and managing relationships internally and externally with a wide variety of customers and stakeholders.
- 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.
- A current National Police records check and Working with Children Check are required.
- Attend mandatory and other training as required.