

| Position Description | | |
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| Position Title | Senior Manager Assets | |
| Reporting to | Executive Manager Housing & Impact (EMHI) | |
| Key Purpose | To manage the Asset Services | |
| Award | Social, Community, Home Care and Disability Services (SCHCADS) Industry Award 2010 (ERO) – Level 8 | |
| Hours | Full time (38 hours per week) | |
| Location | Spring Hill, Brisbane | |
| Direct Reports | 1 Asset Services Team Leader, 2 Asset Managers | |
| Approved by | Chief Executive Officer | August 2023 |

STRATEGY 2021

Supporting people facing disadvantage to improve their lives and circumstances by providing suitable and affordable housing

Our Vision:

a home – a life – a future

Our Purpose:

Supporting People and Communities

Our Work

Bric Housing (Bric) manages and supports over 950 tenancies in more than 200 properties located across the north of Greater Brisbane and in the Redcliffe and Caboolture areas, including boarding houses, units, townhouses, and free-standing homes leased from the Queensland Government and private landlords.

Senior Manager Assets

This role will report to the Executive Manager of Housing and Impact and is responsible for developing and supporting the delivery of Strategic and Operational Asset Management Plans across BRICs portfolio. The role will ensure through strategic asset management planning and delivery that value for money is achieved and that our homes meet the needs of our tenants and supports the strategic intent of BRIC.

Key Responsibilities

Overarching:

- Management of our assets to achieve positive outcomes for the organisation, tenants, stakeholders, and community are maximised

- Analyse property data and use this data to provide strategic advice for the long-term sustainable management of properties.
- Ensure asset contract compliance with asset management across key areas of contract management, legislation, safety, and operations
- Increase the asset capabilities across the organisation
- Deliver higher quality services to tenants, applicants and stakeholders
- Build reputation and brand with government and key stakeholders; and
- Support sustainable growth.
- Work from a foundation of continuous quality improvement
- Delivers innovative and sustainable asset management services
- Manage contracts efficiently and effectively
- Ensure a consistent approach to asset management across the organisation
 - Identify risks and develop and implement risk management strategies

Delivery of maintenance programs – responsive, cyclical, planned

- Develop and implement strategic asset management plans and budgets
- Develop and implement asset management procurement strategy and contract management framework
- Lead on development and implementation of service improvement initiatives
- Oversee delivery of responsive, cyclical, and planned maintenance works and ensure these are delivered in line with performance KPIs and relevant policies and procedures
- Identifying and recommending asset optimization strategies to enhance the performance of the assigned assets
- Ensure that contractor contractual arrangements are adhered to in the delivery of maintenance programs
- Ensure that the team delivers excellent customer service to tenants of Bric
- Strategic, risk and compliance management

Major works and upgrades

- Project manage major works and upgrades initiated by Department of Housing as required, and report to the Executive Manager Housing & Impact on the status of upgrade works
- Evaluate quotes for major maintenance and upgrade works for relevant delegate approval

Vacancy maintenance

- Manage the delivery of required maintenance works to vacant properties
- Ensure that performance benchmarks for turnaround of vacant un-tenantable are met by the team

Security and keying systems

- Ensure compliance for the management of the security and keying systems of all properties

Property inspections

- Ensure team meet service delivery obligations in relation to Bric property inspections of properties as required, flagging responsive and planned maintenance for completion, and updating internal data system with inspection report data and working in conjunction with Department of Housing & Public Works

Fire Safety

Ensure that Bric is compliant with fire safety requirements, including:

- Team Management of all correspondence relating to Fire Safety including requests for access to properties to complete testing and works, quotes for approval and invoices for payment
- Coordination of Fire Evacuation and Extinguisher training for all Class 2 and 3 buildings
- Ensure all reports of testing, quotes, invoices, and fire evacuation documents are recorded as per legislative requirements

Compliance

- Ensure compliance with asset management across key areas of contract management, legislation, safety, and operations.
- Engage with a wide range of stakeholders across all areas of the business to develop, document and implement best practice asset processes across the organisation.
- Develop processes to support good contract management of maintenance contractors including Quality Assurance and contractor management

Workplace Health and Safety

- Ensure all incidents are reported immediately and in accordance with Bric WH&S Policy

Team Leadership and Supervision

- Supervise, provide expert advice, and manage the development of the Asset Services Team and contractors
- Develop a culture of service excellence.
- Help to achieve and maintain good tenant satisfaction scores
- Conduct performance appraisals and make recommendations for training and development
- Coordinate and draft agendas for team meetings
- Provide guidance to all team members in the execution of their daily tasks as required
- Inform ASM of recommended operational methods for the team in line with organizational goals

Reporting and Record Keeping

- Provide regular and one-off Property reports to the EMH&I as required
- Maintain records and filing systems, keeping efficient property records both electronic and hard copy
- Maintain asset register for each property
- Ensure accurate data entry to Bric systems and maintenance of up to date property records and statistics

Relationships

- Build relationships and work with stakeholders to ensure the effective delivery of the Asset Services (AS) function in support of organisational goals and tenant outcomes
- Maintain effective communication with all stakeholders
- Work closely with other Teams on programs, projects, communications and service or efficiency improvements.

Professional Development & Contribution

- Attend and represent Bric at selected events and occasions, which may require out of hours attendance

This Position Description will be amended from time to time.

- **Innovative** - Develops and implements tailored and innovative approaches
- **Inspirational leadership** - Models expected levels of leadership and behaviour, engagement and presentation
- **Planning and analysis** - Provides high levels of formal reporting, planning, analysis and evaluation
- **Flexible** - Deals confidently with complexity and ambiguity
- **Balanced** - Provides balanced and consistent resourcing of strategic and operational responsibilities
- **Accountable** - Accepts accountability for performance and manages time and resources effectively
- **Collaborative** - Coaches, mentors, and encourages teamwork and collaboration
- **Continuous improvement** - Demonstrates commitment to quality, technology and procedural systems
- **Courageous** - Demonstrates curiosity, initiative, daring, adaptability and reflections
- **Relationships management** - Develops and sustains effective partnerships and relationships at all levels
- **Problem solving** - Engages in debate and discussion and delivers pragmatic solutions
- **Self-awareness** - Displays high levels of emotional insight, intelligence and awareness
- **Company advocacy** - Positively supports business culture, strategy, projects and priorities
- **Communicates effectively** - Demonstrates experienced and effective communication and negotiates with skill.

Criteria

Essential

Required Experience/Qualification

- Proven experience in asset management, evaluating, engaging, and managing contractors and suppliers for maintenance works and upgrade activities
- Demonstrated experience in procurement
- Contract management experience
- Project management skills
- High level troubleshooting and problem solving skills and the ability to be technically innovative
- Demonstrated up-to-date working knowledge of Workplace Health, Safety & Environment requirements
- Excellent communication skills
- Effective leadership and supervision skills

Required Skills & Knowledge

- Sensitivity to and understanding of the business' commitment to its key stakeholders including targeted needs of clients (*i.e.*, available services, costs)
- Demonstrated experience in successfully leading and developing a team achieving positive outcomes.
- Demonstrated experience in Asset Management
- Technical asset background
- Thorough understanding of responsive and planned maintenance as it applies across a residential property portfolio.
- Sound knowledge and experience of WH&S as it applies to the construction/ maintenance industry.
- Sensitivity to and understanding of issues affecting socially disadvantaged groups including homeless people, people with disability and people from a non-English speaking background.
- Sound knowledge of legislation relating to fire safety in Queensland
- Ability to work well both in a team and autonomously.

- Good organisation skills with and ability to work to strict deadlines and well under pressure
- Keen attention to detail and sense of urgency
- High level of competency with property management databases and Microsoft programs, particularly excel and word
- Practical awareness of current Workplace Safety requirements in accordance with current Queensland legislation and an ability to support other workers to behave safely while Working

Desirable

- Trades/building background
- Experience in the not-for-profit sector
- Business/Project management qualification
- Sound knowledge of the Residential Tenancies Legislation in Queensland

General

- Bric employees are required to be eligible for and continue to hold a positive clearance for an Australian Criminal History Screening check.
- Current Queensland driver licence

Your Working Life

Bric actively encourages productive working relationships, a healthy work-life balance, workplace diversity and innovation. You will work for an organisation which offers a safe and healthy workplace, professional development, and flexible work and lifestyle options.

All Bric employees are required to:

- Comply with all Bric policies and procedures, including an annual commitment to the Bric Code of Conduct
- Comply with all work health and safety legislation and regulations
- Comply with all other Federal and State legislation relevant to the company
- Work in a collaborative fashion with Bric customers, staff, and stakeholders
- Uphold and enhance the reputation of Bric
- Maintain the highest level of integrity in the conduct of Bric business
- Undertake identified training and development activities/programs

Your Application

To apply for this role please email the following to careers@bric.org.au:

- Your current resume, including two (2) referees, one of which should be your current or most recent supervisor; and
- A cover letter of no more than two (2) pages outlining your ability to meet the relevant detailed criteria