

Assistant Development Manager

Department	Development	Reports To	Director, Development
Positions reporting to this position	none		
Location	Goulburn Street, Sydney	Award Level	Level 5
Award Name	Social, Community, Home Care and Disability Services Award 2015		

Primary Purpose of this Position

This role provides project and administrative support the Director, Development in relation to the acquisition and development of residential properties being managed by Bridge Housing.

Accountabilities

1. Support the Director, Development deliver projects under development by managing contracts, lodging DA and CC's and supporting the selection and management of contractors.
2. Support the Director, Development meet project management and control group governance obligations by coordinating meetings, preparing agendas, minutes, program completion reports and updating project management timetables using relevant tools and software.
3. Provide project administration support to the Director, Development.
4. Support the growth of Bridge Housing's property portfolio by completing research on potential opportunities, participating in initial due diligence and meeting and building relationships with key stakeholders including developments, architects, project managers and consultants.
5. Support the growth of Bridge housing's property portfolio by contributing to the completion of tender responses and feasibility studies with the support and direction from the Director, Development.
6. Support the Development Director meet budget and financial obligations by administering invoices and payments, updating project budgets and preparing reports for review.
7. Support Bridge Housing's business sustainability by adhering to all relevant legislation, codes and internal policies and Codes including; procurement guidelines, contractor compliance (code of conduct, probity and fraud) and the contributing to the risk and work health and safety frameworks.
8. Support the delivery of quality homes by monitoring and reviewing contractor performance.
9. Help improve Bridge Housing's reputation in the sector and with relevant stakeholders by attending industry forums and being an active member of the property development and community housing sector.

OTHER SKILLS, EXPERIENCE AND QUALIFICATIONS

Have a good understanding of the following acts and guidelines

- NSW Driver's licence
- Degree qualified in Property Economics, architecture, Building and engineering, construction management or project management
- 1-2 years post graduate experience



- Intermediate Microsoft Office Skills
- Microsoft Project (desirable)
- Estate Master (desirable)
- Excellent research skills and the ability to do initial feasibility and recommendations to DD
- Understanding/experience in residential/affordable/social housing
- Understanding of local council planning and controls ie LEP and DCP

KEY CAPABILITIES

Cultural Capabilities

Cultural capabilities are common to all jobs at Bridge Housing. They describe the critical behaviours and ways of relating to work colleagues and others. These capabilities translate the Bridge Housing corporate values such as socially responsible, people focussed, building relationships and professionalism and integrity.

SOCIAL AWARENESS

Capability and Elements	Behavioural Indicators	Capability Level
Demonstrates social awareness	<ul style="list-style-type: none"> • Demonstrates a good knowledge of various cultures and social issues affecting consumers. • Shares knowledge with others. 	Level 2
Understands the operating environment and its stakeholders	<ul style="list-style-type: none"> • Maintains a good understanding of current issues affecting the sector and its consumers. • Maintains current knowledge of key legislation, policies and practices relating to the sector and the organisation. • Interprets and applies relevant legislation, regulations, policy and procedures in undertaking work. • Exercise judgement and contributes critical knowledge and skills where procedures are not clearly defined. 	Level 2
Values diversity and social inclusion	<ul style="list-style-type: none"> • Demonstrates a passion for social justice and social inclusion. • Shares knowledge and experience in working in a culturally diverse environment with those less experienced. • Demonstrates equitable and socially inclusive decision making and work practices when dealing with clients and other key stakeholders. 	Level 2

CLIENT FOCUSED

Capability and Elements	Behavioural Indicators	Capability Level
Demonstrates service orientation	<ul style="list-style-type: none"> • Demonstrates an awareness of who the internal and external clients are and the type of service required. • Uses empathy and understanding when dealing with all clients. 	Level 1
Strives for excellence in service delivery	<ul style="list-style-type: none"> • Shows enthusiasm and commitment to service of clients. • Strives to meet client needs and delivers on promises. • Considers the client in all decision making. • Keeps clients informed of progress and checks needs have been met. 	Level 1
Demonstrates professional empathy	<ul style="list-style-type: none"> • Applies an awareness of clients' needs when undertaking the job role. • Applies appropriate sensitivity and interpersonal skill when managing interactions with clients. • Respects client confidentiality and privacy. 	Level 1

STRATEGIC RELATIONSHIPS AND PARTNERSHIPS

Capability and Elements	Behavioural Indicators	Capability Level
Builds relationships and networks	<ul style="list-style-type: none"> • Has a network of business contacts that are nurtured and maintained for the mutual benefit of the client and the organisation. • Demonstrates how partnerships have positively affected the delivery of personal and organisational goals. 	Level 2

Works effectively in a team	<ul style="list-style-type: none"> Works cooperatively within own team and cross functional teams where required to achieve goals. Shows maturity and understanding of the needs of others. 	Level 2
CONTINUAL IMPROVEMENT AND CHANGE		
Capability and Elements	Behavioural Indicators	Capability Level
Strives for continual improvement	<ul style="list-style-type: none"> Looks for and suggests alternatives which could positively improve the organisation. Contributes ideas for improvement. 	Level 2
Manages and embraces change	<ul style="list-style-type: none"> Shows initiative in suggesting changes to own work and the wider work area. Responds positively and effectively to unexpected change. Adapts skills and knowledge to new situations and work practices. 	Level 2
PROFESSIONALISM AND INTERGRITY		
Capability and Elements	Behavioural Indicators	Capability Level
Acts with integrity	<ul style="list-style-type: none"> Delivers on promises and to deadline. Understands and demonstrates the need to balance responsibilities to the organisation, clients and a wider stakeholder network. Interacts and responds to others in a personable and professional manner which is non judgemental. 	Level 2
Works within safety, risk and governance frameworks.	<ul style="list-style-type: none"> Ensures risk and hazards are identified and reported in own work area. Demonstrates a general awareness of WH&S issues, programs and procedures, and performs work activities in a manner consistent with safe procedures. Ensures client confidentiality. Keeps client files and records in secure location. 	Level 1

Enabling Capabilities

Enabling capabilities are the core skills, knowledge and abilities required to effectively deliver and perform most roles at Bridge Housing. They support the delivery of a person's accountabilities and KPI.

PLANNING AND ORGANISING		
Capability and Elements	Behavioural Indicators	Capability Level
Planning and organisational skills including strategic planning	<ul style="list-style-type: none"> Plans and prioritises own work to achieve defined plans and work tasks. Seeks clarification of priorities as required. Manages own time and uses tools effectively to assist with planning and organising. Able to multitask effectively. 	Level 2
PROBLEM SOLVING AND DECISION MAKING		
Capability and Elements	Behavioural Indicators	Capability Level
Demonstrates analytical thinking and problem solving skills	<ul style="list-style-type: none"> Uses experience and knowledge of work when solving problems or making decisions. Escalates problems that remain unresolved. Solves problems and makes decisions in line with company policy and level of authority. Implements solutions as agreed with manager. Proactively looks for solutions to problems. 	Level 2
COMMUNICATION		
Capability and Elements	Behavioural Indicators	Capability Level
Demonstrates effective verbal communication skills	<ul style="list-style-type: none"> Verbally communicates to a group of people clearly and confidently. Uses clear and respectful tone in all situations and conveys difficult information with tact and sensitivity. Uses facts to express clear arguments and opinions in meetings and forums. Uses questioning to uncover facts and understand others' view points. Modifies verbal delivery depending on the audience and setting. 	Level 2
Uses written communication effectively	<ul style="list-style-type: none"> Uses written correspondence including emails, letters and reports to meet the needs of the business and resolve issues within own role. Edits own work and demonstrates excellent accuracy and attention to detail in the preparation of written material. Produces easily understood documents which meet the needs of their intended purpose. 	Level 2
Negotiates with skills and influence	<ul style="list-style-type: none"> Undertakes straight forward negotiations around timelines for delivery of service for both internal and external stakeholders. Establishes trust with stakeholders and works to understand their needs. Convinces others of the appropriate course of action based on knowledge and experience. Always uses respect and courtesy when negotiating. 	Level 2
Manages and resolves conflict	<ul style="list-style-type: none"> Understands and applies tactics to manage conflict in the work situations. Takes a problem solving approach to resolving conflict. Actively listens and uses this to clarify problems and focus attention on facts and solutions rather than feelings and grievances. 	Level 2

TECHNOLOGY		
Capability and Elements	Behavioural Indicators	Capability Level
Uses and harnesses technology	<ul style="list-style-type: none"> • Uses Microsoft Office packages at an intermediate level to complete own work tasks. • Demonstrates proficiency in keyboard and data entry skills with speed and accuracy. • Can identify the most appropriate technology to complete assigned tasks. • Understands and uses computer applications and business equipment relevant to own role effectively. • Understands and adheres to computer policy and procedures related to the use of technology in own work area. 	Level 1
POLICY AND PROCEDURES		
Capability and Elements	Behavioural Indicators	Capability Level
Develops and maintains workplace policy and procedures	<ul style="list-style-type: none"> • Understands work procedures relevant to work area. • Understands and utilises work procedures in own area to meet expected standards. • Contributes to the development of written work procedures for own role as directed by the manager. • Keeps up to date with and implements new work procedures relevant to work area. • Maintains awareness of company policies and applies it to daily work activities. 	Level 1

Professional Capabilities

Professional capabilities define the specific knowledge, skills, abilities that are specialist or specific in nature. They are not relevant to all roles at Bridge Housing, however have been identified as critical to delivering Bridge Housing's objectives now and in the future.

FINANCIAL MANAGEMENT		
Capability and Elements	Behavioural Indicators	Capability Level
Demonstrates sound financial management practices	<ul style="list-style-type: none"> • Demonstrates basic ability to analyse financial reports and drawing conclusions. • Manages budgets and financial targets relevant to the role. 	Level 2
PROJECT MANAGEMENT		
Capability and Elements	Behavioural Indicators	Capability Level
Experience managing and/or participating in projects	<ul style="list-style-type: none"> • Completes tasks as assigned on the project plan. • Has a good understanding of project management methodologies. • Participates in project planning, monitoring and evaluations. • Alerts project leader immediately on discovery of problems that may put the project in jeopardy or behind schedule. • Assists in planning the work in area of expertise. • Adjusts priorities in response to project needs. • Provides feedback for continual improvement after project close 	Level 2
PURCHASING AND SUPPLIER MANAGEMENT		
Capability and Elements	Behavioural Indicators	Capability Level
Demonstrates sound financial management practices	<ul style="list-style-type: none"> • Researches potential suppliers and selects the best options for the business. • Maintains awareness of contracts relating to own position and ensures that work fulfils contractual obligations. • Aims for sustainability in purchasing decisions. 	Level 2

TECHNICAL KNOWLEDGE

Capability and Elements

Experience managing and/or participating in projects

Behavioural Indicators

- Demonstrates an understanding of own role and other's in the team.
- Demonstrates an understanding of the policies and procedures required to ensure efficient delivery of own role.
- Demonstrates an understanding of other organisations in the context of their area.
- Keeps up to date with policy and procedural changes relevant to the role.
- Willingly shares knowledge with others.
- Add any other skills and/or experience required for this role. Include qualifications, industry experience, and preferred number of years' experience etc to this section.

Capability Level

Level 2