

POSITION DESCRIPTION

General Manager, Asset Management

Position Title:	General Manager, Asset Management	
Reports To:	Chief Executive Officer (CEO)	
Direct Reports:	Property Surveyor (2), Asset Services Team Leader, Asset Administration Officer	
Hours of Work/Status:	Permanent Full-time	
Position Objective:	The General Manager, Asset Management in conjunction with the Chief Executive Officer, is responsible for maintaining the Company's assets in accordance with the NSW Land and Housing Corporation asset standards and NCCH asset standards. The Asset Manager is responsible for developing and managing NCCH's long term asset management strategy to ensure the sustainability of NCCH's asset holdings across their life cycle. This position is the principle representative in property development during construction phase.	
Qualifications / Experience	<p><i>Essential</i></p> <ul style="list-style-type: none"> • Tertiary qualification in asset management, construction or building and equivalent industry experience related to the sustainable management of assets • Proven experience in project management; relevant asset manager technical skills; management of contracts and contractors and implementation of tender processes including procurement • Experience in developing, implementing and monitoring cyclical maintenance programs, minor works and stand-alone maintenance projects • A sound working knowledge of WHS and Quality Assurance principles/systems, and practical knowledge of and experience with compliance to Australian Building Standards and relevant building legislation <p><i>Desirable</i></p> <ul style="list-style-type: none"> • Previous knowledge or experience as a manager within the housing/community services sector or an organisation that provides services to vulnerable people 	
Key Relationships:	<i>Internal</i>	<i>External</i>
	<ul style="list-style-type: none"> • Chief Financial Officer • Executive Team • Leadership Group • Asset Team • Other NCCH staff 	<ul style="list-style-type: none"> • Tenants • Tenant Council • Department of Communities and Justice (DCJ) • NSW Land and Housing Corporation (LAHC) • Community agencies, including support service providers • Contractors / consultants / suppliers • Auditors/Insurers/Real Estate Agents/ Valuers • Community Housing Industry Association NSW (CHIA) • NCCH stakeholders
Summary of Key Areas:		
	<ol style="list-style-type: none"> 1. Asset Maintenance Services 2. Communication and Liaison 3. Asset Management and Contract Negotiation 4. Leadership and Staff Management 5. Safe System of Work 	
1. Asset Maintenance Services	<ul style="list-style-type: none"> • Maintain the Company's assets in accordance with NSW Land and Housing Corporation asset standards. • Prioritise repair and upgrade works, set timeframes, estimate costs and recommend the allocation of resources. • Develop asset strategies in line with the existing Strategic Asset Management Plan that best utilise available funding, and at the same time, meeting the needs of the Company's clients. 	

	<ul style="list-style-type: none"> • Provide technical advice to the Board, CEO and Operations Staff in the management of all asset related issues. • Undertake condition assessments of assets, develop scopes of work, and review contractor scopes and prepare appropriate file notes, letters, reports, notices and orders where required. • Identify performance issues that impact on expenditure trends for the maintenance budget, and provide solutions. • Ensure staff and Company performance complies with WHS Standards, Australian Building Standards, local government requirements and other related statutory requirements with regard to all asset-related issues. • Manage all aspects of Contractor performance: set target dates for completion of work, monitor compliance, notify Contractor of breaches of contract, negotiate and monitor rectification; keep written records of breaches, minutes of meetings; manage all compliance issues reported by Tenancy Managers; conduct 10% inspections on minor work, 100% inspections on major work. • Develop and manage the long term planned maintenance forecast and ensure scoping of all properties under management every three years. • Assess appropriateness and condition of all NSW Land and Housing Corporation acquisitions and property transfers offered to the Company. • Manage all asset-related aspects of any Property Transfer Programme (PTP) and maintain the PTP database. Be responsible for the timely delivery of the programme and communicate with HNSW on Payment and variation issues. • Provide technical advice and support to Operations Staff on minor repairs and conduct training as necessary. Issue and manage minor repairs as directed. • Issue work orders for major repairs including major vacant restoration, monitor compliance, service render claims and liaise with Tenancy Managers regarding the progress of major works. • Develop maintenance contracts and ensure maintenance administrative systems including contractor and property files, data bases, minutes and various registers. • Develop, implement and manage special projects as directed.
2. Communication and Liaison	<ul style="list-style-type: none"> • Promote awareness among government, public and community agencies and the public generally, of the aims and services of the community housing sector and of the Company. • Establish working relationships with government funding bodies and other funding sources. • Monitor and address client and resident satisfaction through the development and implementation of appropriate and effective complaints and feedback processes. • Where appropriate, coach and train relevant staff members (i.e. those with asset management responsibilities) aimed at ensuring a best-practice approach to all asset-related aspects of NCCH's work. • Ensure the CEO is kept informed on all legal and controversial matters and in particular those which have the potential to reflect unfavourably on NCCH. • Ensure quality customer service is a focus in all activities. • Comply with NCCH's Code of Conduct ensuring probity and ethical behaviour in all dealings.
3. Asset Management and Contract Negotiation	<ul style="list-style-type: none"> • Undertake assessments to identify redevelopment/disposal opportunities that complement the Company's strategic growth plans. • Identify leasing opportunities; assess appropriateness of leasehold properties. • Develop tender documents. Organise calls for tenders, manage tender committee, and manage tender outcomes. • Management of land assets ensuring optimum maintenance. • Prepare reports and recommendations related to the acquisition, occupancy, improvement, subdivision and disposal of Company property. • Participate in development of business plans, service level agreements, forward financial plans and budgets.

	<ul style="list-style-type: none"> • Maintain conformity to Company, NSW Land and Housing Corporation, Building Codes and Australian planning, design and construction standards. • In consultation with the CEO, participate in the selection of external consultants and contractors for building and infrastructure projects. • Develop user/stakeholder requirements to define project objectives, scope and priorities. • Control delivery of project outcomes through management of contract administration, program, cost, quality, scope, risk and reporting. • In conjunction with the CEO and CFO develop capital and maintenance works operating budgets and forecast the cash flow through all phases of projects.
4. Leadership and Staff Management	<ul style="list-style-type: none"> • Model behaviours that demonstrate commitment to NCCH's Code of Conduct, ensuring self and team probity and ethical behaviour in all dealings and interactions. • Provide open, proactive and visionary leadership to mentor and develop the Asset Team to deliver effective service, operational and financial performance. • Maintain a positive working culture that creates conditions conducive to attracting, developing and retaining staff. • Effective recruitment, employment, performance management, development, training and termination of Asset Team staff. • Balance the team workload and achieve all specified financial and operational targets within agreed timeframes. • Develop and implement efficient work practices and schedule meetings of Asset Team staff, in order to review work activities in branches and take remedial action where achievement of key objectives and timelines are at risk. • Work with Asset team to ensure accurate and timely reports that support business effectiveness e.g. vacant and void, SPM etc. • Liaise with the Leadership Group on the translation of team strategic plans into operational plans and manage the subsequent Asset Team project plans across the Company. • Provide effective mechanisms and monitoring procedures for communication with all staff especially collaborative work practices with tenancy teams. • Ensure that all new staff are adequately inducted and oriented to NCCH's Values and Behaviours, personnel, policies and procedures. • Implement, monitor and maintain strong customer service focus within the Asset Team.
5. Safe System of Work	<p>All NCCH staff have a duty of care and a legal obligation to ensure that they:</p> <ul style="list-style-type: none"> • accept personal responsibility for maintaining safe workplace and work practices; • understand and work to NCCH's Code of Conduct and Work Health and Safety (WHS) policies, procedures and work instructions; • undertake work in a manner that is not harmful to your health and safety and the health and safety of others; • work in compliance with WHS system requirements and workplace environments, in particular; manual handling, personal protective equipment and emergency situations; • comply with Risk Management policies, procedures and work instructions; • monitor workplace conditions and report ideas which may improve workplace health and safety; any work related or personal injury or illness; and hazards and incidents; • correct minor hazards where applicable; and • attend and actively participate in WHS and other mandatory training <p>All Managers and supervisors are directly responsible for workplace safety within areas under their control. This includes the physical aspects of the work and the workplace as well as the risks of bullying, harassment, and stress in their area of management.</p> <p>Managers and supervisors must, in consultation with staff:</p> <ul style="list-style-type: none"> • Identify risks and hazards; • Take all reasonably practicable steps to eliminate or minimise those risks and hazards;

	<ul style="list-style-type: none">• Monitor effectiveness of steps taken to ensure health and safety;• Where an incident or injury has occurred, take remedial action (and maintain records of this) to eliminate or minimise the hazard that caused the incident or injury;• Arrange for appropriate training;• Ensure that where they do not have the resources or authority to take action to comply with their responsibilities for ensuring safety and health, they will promptly notify the appropriate Officer with the power to implement.
Other ad hoc duties as requested by the CEO or Board.	
I have read, understand and accept the above Position Description relating to the Position I have been appointed to:	
Name: _____	Signature: _____
Date: _____	
Manager's Name: _____	Signature: _____
Date: _____	