

HR: Property Manager

POSITION DESCRIPTION

Date reviewed: 20 December 2020



Position Title	Property Manager
Responsible to	General Manager Finance
Classification	SCHADS
Term	Ongoing, Full-Time
Date Last Updated	20 December 2020

Overview of Lighthouse Disability

Lighthouse Disability is a support service for people with diverse and complex disabilities. Our work is shaped by the Lighthouse Disability Framework for Positive Living which is based on the Objects of the Lighthouse Disability Constitution, which in turn are derived from the Objects of the National Disability Insurance Scheme Act (2013).

In particular, we are committed to developing and continuing to build an organisational culture that promotes customer choice and control, and the wellbeing and safety of our customers and our staff. How we work is important, and this contributes to the development of our authority in the disability sector in which we work.

We take pride in recruiting people who have values that are consistent with the principles outlined in the Framework, who are keen to learn, and able and willing to work as a member of a team. Staff are valued and we expect active and innovative contributions to positive customer outcomes and to our workplace.

As a not for profit company, Lighthouse Disability operates as a customer oriented business in the competitive NDIS environment.

SUMMARY OF THE ROLE

Reporting to the General Manager Finance, the Property Manager, is responsible for building maintenance, contracts, property and fit out projects as they apply in the NDIS environment. The Property Manager is also responsible for the management of Lighthouse Disability's fleet.

The Property Manager applies sound judgement and problem solving to all aspects of the role, and uses good communication skills to build and maintain strong working relationships with both internal and external stakeholders, ensuring value for money and continuous service improvement.

ORGANISATIONAL RELATIONSHIPS

Superior customer service and relationship building is required with all staff and external stakeholders.

Key Result Areas

KEY RESULT AREA 1

Property coordination and project work

Key Performance Indicators

- Liaison with external housing providers occurs where required
- Preventative maintenance programs are developed and maintained in line with organisational obligations
- Maintenance protocols are established and communicated to all staff and clients



- All maintenance work is overseen, requests are actioned and resolved in a timely manner and delivered within approved budget
- Equipment is registered, monitored and maintained including visits to services to undertake regular audits
- Corrective action has been implemented and completed in a timely and efficient manner
- Preferred contractor lists are maintained and reviewed regularly including adherence to work, health and safety compliance matters
- Effective communication occurs across the organisation with regard to planned and unplanned maintenance works and work, health and safety matters in consultation with appropriate staff
- Undertake ad-hoc minor maintenance works across our service locations
- Participate in induction processes delivering relevant information, policies and procedures
- High quality customer service is provided to all levels of staff and clients
- Raise and manage Purchase Orders and work within operating budgets.

KEY RESULT AREA 2

Fleet Coordination

Key Performance Indicators

- Relationships with external fleet-related providers are effectively developed and maintained
- Fleet policies are established and communicated to all staff
- Fleet leases and registers are maintained
- Fleet insurance claims, repairs and maintenance are coordinated and managed
- Fleet queries and requests from staff are actioned in a timely manner
- Staff on-boarding processes are delivered
- Training programs are developed in consultation with appropriate staff and stakeholders
- Vehicle log books are reviewed regularly along with vehicle inspections and audits across our service locations
- High quality customer service is provided to all levels of staff

KEY RESULT AREA 3

Contract administration

Key Performance Indicators

- Administer, monitor, provide advice and implement matters associated with relevant agreements
- Assist in ensuring all assets and property are insured in accordance with defined insurance classifications and manage all insurance claims associated with assets and property
- Ensure the contracts/agreements register is maintained
- Ensure the continuous improvement of all contracted services

KEY RESULT AREA 4

Ensure administrative activities are managed efficiently and effectively.

Key Performance Indicators

- Develop and maintain processes for data collection and analysis
- Undertake research, draft letters, reports and other documents relating to contracts and property services
- Review and update relevant policies, procedures and manuals in respect of property, maintenance and fleet



JOB COMPETENCIES – SKILLS, EXPERIENCE AND KNOWLEDGE

Essential Minimum Requirements

- Demonstrated experience in property and fleet maintenance
- Relevant qualifications in property management, business or equivalent
- Ability to work both as a member of a team and autonomously
- Ability to communicate effectively verbally and in writing
- Strong general IT skills and demonstrated working knowledge of the Microsoft Office suite
- Experience in policy formulation
- High level of attention to detail

Desirable Requirements

- Experience of working in the NFP sector / disability sector

Personal Attributes

- Excellent interpersonal and customer service skills
- Demonstrated problem solving and decision making skills
- Ability to approach work with enthusiasm, flexibility and commitment

CONDITIONS OF EMPLOYMENT

The Property Manager is required to:

- Maintain a DHS clearance
- Maintain a current SA driver's licence
- Undertake a pre-employment medical assessment resulting in a satisfactory outcome
- Undertake training as required

WORK HEALTH AND SAFETY

The Property Manager maintains a healthy and safe workplace by:

- Taking reasonable care to protect own safety and that of others whilst at work
- Adhering to WHS legislation, policies and procedures
- Obeying any reasonable instruction from Lighthouse Disability management in regard to health and safety
- Using and maintaining equipment provided for health or safety purposes
- Not being affected by consumption of alcohol or other drugs
- Reporting any identified unsafe conditions, risks, hazards as soon as possible (within 24 hours of an incident)
- Actively supporting any colleague who maybe injured at work including supporting colleagues on return to work programmes

ORGANISATIONAL REQUIREMENTS

- Work in a manner that is consistent with Lighthouse Disability's values
- An ability to record and maintain accurate non-judgemental information

Print name	Sign name
Your signature acknowledges that you have read and understood this document.	Date / /