

# Position Description

<b>Title</b>	Maintenance & Property Systems Administrator
<b>Business unit</b>	Commercial Property Team   Housing & Property
<b>Location</b>	As per employment agreement
<b>Employment type</b>	As per employment agreement
<b>Reports to</b>	Team Leader, Property Systems & Maintenance

## About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we work in solidarity with Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the traditional owners and custodians of this land.

We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

**Our purpose:** To inspire people, enliven communities and confront injustice

**Our values:** We are imaginative, respectful, compassionate and bold

### 1. Position purpose

The Maintenance & Property Systems Administrator is part of the Uniting Commercial Property team and is responsible for the efficient and effective management of responsive maintenance service across Uniting's asset portfolio, which includes Early Learning, Op Shops, Residential, and Commercial asset classes.

Working collaboratively across Uniting with both internal and external stakeholders your role is to ensure that our sites are safe and functional and great place for our staff and consumers. The team is the hub of the housing and property division and oversees the administrative functions of the property portfolio.

### 2. Scope

**Budget:** nil

**People:** nil

### 3. Relationships

#### Internal

- Property Systems & Maintenance Team Leader

## Position Description

### Maintenance & Property Systems Administrator

- Manager, Commercial Property
- Senior Manager, Asset Planning & Projects
- Head of Commercial Property
- Facilities Management Team
- CX Housing Systems Administrator
- Housing Business Support and Compliance Officers
- Uniting Service Delivery Teams and Site Managers
- Uniting Treasury

#### External

- Trades and Contractors
- Real Estate Agents
- Landlords
- Tenants
- Government Departments

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## 4. Key responsibility areas

### Uniting Maintenance Requests

- Serve as the primary point of contact for maintenance requests by phone and email inbox for all Uniting staff, landlord and/or tenants.
- Manage work orders end-to-end including allocation, monitoring, closing off and receipting.
- Collaborate with external trades and the Uniting Facilities Team to manage property and maintenance repairs.

### Property Payments and Financial Management

- Manage property-related payments including rates, utilities, contractor payments etc.
- Collaborate with accounting and finance teams to reconcile payments/receipts to ensure accurate and timely financial data reporting.

### Administrative Support

- Work with the team to ensure that Uniting's Property Management Systems and/or registers are updated through regular review, data entry, and/or data cleansing activities, including extracting property listings and data from the Register to various internal stakeholders as required.
- Complete property administration tasks such as connecting utilities, notifying insurance, document signing and filing.
- Support the implementation of new work practices and processes in the Housing and Property Division.
- Assist with drafting correspondence, maintaining filing systems, and ensure accurate records are kept.
- Prepare reports, analysis, presentations, and/or other documents as needed.

### Quality and risk

- Ensure all data and documents are comprehensive, up-to-date and accurate.
- Monitor and audit data quality and data entry processes to maintain quality of business data.
- Escalate any data gaps and/or risks associated with any missing data.

### People and teams

- Undertake regular supervision and performance review with line manager, providing feedback to promote collaborative working relationships.
- Promote and maintain a positive, respectful and enthusiastic work environment.
- Provide authentic team leadership and the highest level of professional conduct in alignment with Uniting's values.

## Position Description

### Maintenance & Property Systems Administrator

#### Personal accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
- Ensure appropriate use of resources.
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e. equal employment opportunity, health, and safety) and mandatory training specific to position.
- Declare anything that you become aware of through the course of your engagement which may impede your suitability to work with children and/or young people.
- Declare any potential or actual conflict of interest that you become aware of through the course of your engagement:
  - Based on a relationship with a current member of Uniting's workforce
  - Based on my ongoing work with another organisation

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#### 5. Performance indicators

- To be develop in conversation with the line manager

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#### 6. Person specification

##### Experience

- Experience with data management processes and administration, noting an attention to detail and accuracy in data management and documentation.
- Experience in property management, property administration, real estate, or related field.
- Strong knowledge of property management principles.
- Advanced MS Excel skills
- Experience using CxHousing (Civica) and Coupa systems (desirable)
- Experience in data visualisation tools such as MS Power BI (desirable)

##### Core selection criteria

- Initiative, helpfulness, can do attitude. Great customer service.
- Exceptional attention to detail and record keeping, including financial and asset data.
- Advanced MS Excel skills
- **Values alignment:** ability to demonstrate and authentically promote Uniting's values.
- **Child safeguarding:** Demonstrated ability to provide safe environments for children and young people and protect them from abuse and neglect.

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#### 7. We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and relevant Working With

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**Maintenance & Property Systems Administrator**

Children Check (and NDIS Worker Screening Check where relevant) to your State prior to commencement of any paid or unpaid work and/or participation in any service or undertaking.

**This position description is subject to review and may change in accordance with Uniting’s operational, service and consumer requirements.**

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**8. Acknowledgement**

**I have read, understood, and accepted the above Position Description**

**Employee**

Name:

Signature:

Date: