

# Position Description

<b>Title</b>	Property Help Desk Lead
<b>Business Unit</b>	Commercial Property Management Team / Housing & Property
<b>Location</b>	Flexible
<b>Employment type</b>	Fulltime   Ongoing
<b>Reports to</b>	Head of Commercial Property

## 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 Property Help Desk Lead coordinates the Property Administration helpdesk team and ensures high-level customer service, administrative & systems support, and maintenance coordination through external contractors.

The role is responsible for ensuring that the Asset Management Software is effectively utilised and maintained to support and improve the operational management of all assets owned or controlled by Uniting. This role will provide coordination of the helpdesk function and supervision of the property and maintenance administrators. The role will support the role of the Head of Commercial Property and work closely with the Senior Manager of Housing Services and Senior Manager of Safety and Facilities and support the function of their team.

### 2. Scope

**Budget:** This position as a delegated authority of \$2000

**People:** 2x Property Administration and Maintenance Officers

### 3. Relationships

#### Internal

- Manager, Commercial Leasing

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### Property Help Desk Lead

- Head of Commercial Property
- Facilities Management Team
- Housing Services 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
- Uniting Church of Australia Synod of Victoria and Tasmania

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## 4. Key responsibility areas

### Service Delivery

- Lead a high-level functioning team of property and maintenance administrators
- Provide technical support and training for asset management software users
- Oversee the maintenance requests end-to-end raised with external contractors within set timeframes and service level agreements
- Collaborate with key site contacts and Facility Managers and Coordinators to ensure positive outcomes across Uniting properties.
- Respond to escalated issues and maintenance requests and ensure issue is managed to completion
- Monitor all open requests and ensure all requests move to completion according to service level agreements and proactively intervene where delays may arise.
- Validate workorder against invoice and approve for payment
- Update daily KPI's and provide weekly reporting to Senior Manager, Commercial Property Management

### Administration

- Establish a system to ensure that all property-related invoices are paid on time, including rates, utilities, and outgoings.
- Work with Manager, Commercial Leasing to keep in maintaining the Property Database
- Develop and maintain policies and processes for the team to ensure data integrity and robust reporting.
- Create process & procedures for end-to-end asset management asset management software
- Ensure all contractors, insurance, public liabilities and SMWS are up to date to protect Uniting's assets
- Provide training to Property and Maintenance Administrators to use LinkSafe contractor management software

### People and teams

- Establish, lead, coach and inspire an engaged and productive team
- Lead the team in leading practices and effective process governance
- Provide support, guidance, coaching, leadership, and empowerment to the team including feedback through performance reviews and regular supervision.
- 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.

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#### Quality and risk

- Promote a positive safety culture by contributing to health and safety consultation and communication, and through active participation in the reporting of and responding to hazards, incidents and near misses
- Take reasonable care for your own health and safety, and for the health and safety of others
- Adhere to the organisations various policies, procedures, work practices and standard operating procedures
- Assist in ensuring all sites meet building and safety compliance standards and provide an appropriate duty of care to other team members and consumers
- Be aware of, and assist in meeting compliance with responsibilities and requirements of the OHS Act 2004 and relevant regulations applicable to provision of activities and services.

#### Personal accountability

- Compliance with Uniting's values, Code of Conduct, policies and procedures and relevant government legislation and/or 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 the 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 any health and safety hazards, incidents and/or near misses to your line manager.
- Attend mandatory training sessions (i.e. equal employment opportunity, health, and safety) and/or mandatory training specific to position.
- Declare anything that you become aware of through the course of your engagement which may impede your suitability or the suitability of others at Uniting 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 organization

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## 5. Performance Indicators

- Reactive Maintenance - meet all service level agreements for completion timeframes.
- Proactive Maintenance - site inspections are proactively managed, and all maintenance items identified are scheduled for completion.
- Planned/Cyclical Maintenance - 100% of all planned maintenance activities are completed within annual cycle.

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## 6. Person specification

#### Qualifications

- Qualification in administration or a related field would be highly regarded

#### Experience

- Proficient in Microsoft systems, Excel, Word & PowerPoint
- Previous experience coordinating a helpdesk environment.

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- Good people skills and be able to maintain good working relationships with a wide range of people and external stakeholders
- Strong team management skills and ability to build and lead a team
- Good time management and problem-solving abilities
- Strong verbal and written communication skills
- Ability to work well both autonomously and as part of a team
- Experience in data visualisation tools such as MS Power BI is desirable but not mandatory.

#### Core selection criteria

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

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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 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: