

Warrigal

Inspiring communities
for older people

Position Description

- Position/Title:** Property Lead (Generic)
- Location:** Administration Based with travel to sites as necessary
- Award:** Warrigal and Health Services Union NSW Branch Support Services Enterprise Agreement 2017
- Responsible to:** Property and Sustainability Manager
- Direct Reports:** Maintenance Services Officers / Property Concierges / General Assistants

Function:

The Property Lead for Residential Care homes will understand how to achieve compliance & maintain large commercial facilities with complex building services. They will be responsible for leading a team to deliver property services at Warrigal's Residential Care Homes.

The Property Lead will:

- Lead a team that works collaboratively to achieve customer focused maintenance delivery demonstrating the Warrigal Way and achieving key outcomes.
- Ensures Property Services functions and resources at the Residential Care Homes are **responsive, evolving and continually improving** to support Warrigal's Service Delivery Models.
- Ensures proactive and continual **environmental auditing** is in place to document, plan and prioritise property works.
- Continually uses documented **customer feedback** to plan and prioritise asset maintenance and property improvement programs.
- Ensures timely, clear and **continual communication** with all key customers at service locations.
- Ensures property work is delivered **safely, on time, within delegations and budgets**.
- Ensures their property functions and resources remain **compliant** with legislative requirements.

Employees at this level are considered to be leaders in the Property stream and capable of supervising directly reporting staff and external resources with limited supervision themselves.

Ability to work "The Warrigal Way"



Essential:

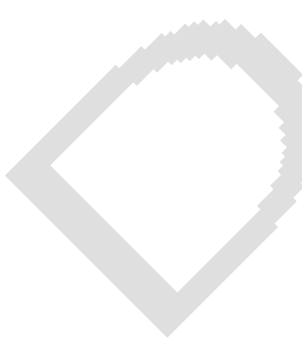
1. Demonstrated experience planning, coordinating and delivering property services outcomes for commercial scale buildings with complex infrastructure, in accordance with relevant legislation, industry standards, company policies and procedures to ensure compliance
2. Comprehensive administrative skills including knowledge and skill to use a computer and other forms of technology including MS office suite
3. Experience in coordinating a team including supervision of staff and contractors, experience determining work priorities, meeting deadlines and working autonomously
4. Experience in providing a high level of customer service and manage customer relationships effectively
5. Experience in general accounting, invoice processing & budget planning and monitoring, with decision making and accountability within approved budgets and delegation.
6. Well-developed written and verbal communication, interpersonal and relationship management skills and the ability to communicate confidently and clearly with a wide range of stakeholders.
7. Good problem solving and continuous improvement skills
8. Ability and availability to be part of an after-hours emergency response roster to deal with on- site emergencies across all Warrigal sites. This may include coordinating a response by others or by attending site/s.
9. Current Driver' Licence
10. Demonstrated knowledge and understanding of workplace safety issues and commitment to upholding WHS principles and practices

Desirable:

1. Experience in using Asset Management Systems such as MEX Maintenance Experts
2. Knowledge & understanding of the Aged Care Quality Standards
3. A trade certificate, construction or project management qualifications, with relevant experience
4. WHS General Induction for Construction Work relevant to State (NSW or ACT)
5. Current First Aid Certificate

Key Responsibilities:

Key Accountabilities	Indicators of Performance
Lead Property Services outcomes at the site in accordance with policies and procedures	<ul style="list-style-type: none">• Achieve and exceed customer standards, delivering results and quality outcomes within budget and agreed timeframes• Excellent customer service including consistent and continual communication & engagement with customers and staff• Property Services functions, resources, budgets are continually evaluated via documented customer feedback• Customer and leadership meetings are attended and actions are implemented• Attends regular work planning meetings with direct supervisor and sites leadership team to discuss planning, schedules and prioritisation of work. Attend Property Services staff meetings and training activities• Continuous improvement of services and systems• Proactive property functions are in place with staff via environmental assessment and reporting• Provides as requested system-generated property and/or asset maintenance reports for supervision meetings and Board reports• Ensure the Asset Management System (AMS) (eProperty) is used thoroughly and consistently to manage all property works

	<ul style="list-style-type: none"> • Continual quality monitoring of AMS to maintain alignment with the Property Services Asset Management Framework • Provides ongoing training for staff and customers in the use of the Asset Management System and other property services processes • Planned Maintenance (PM) is priority with 100% completion at all times. • Coordinates and ensures compliance with the routine testing and certification of all essential property services throughout facilities • Reactive Maintenance (RM) activities are completed within set timeframes and comply with legislation • Ensures purchase orders, coding and invoices are authorised in keeping with the Delegations of Authority • Complies with and reinforce Environmental Sustainability policy and practices for all asset maintenance systems and services • Duties relating specifically to trade qualifications are applied if required. (eg: qualified electrician may be asked to undertake periodic electrical repairs) • Oversight at site level for Property functions relating to: <ul style="list-style-type: none"> ○ Defects Liability Period, handover of new construction ○ Capital Upgrades & Property Improvement Plan projects ○ Facility Condition Audits (FCA) ○ Service Expansion Projects ○ Sustainability projects ○ Council inspections and services conducted by contractors <p><i>Note: This work is to be undertaken in liaison and at the discretion of the applicable Project Manager responsible for these works.</i></p> <ul style="list-style-type: none"> • Other reasonable duties as directed by PS Managers according to operational demand and organisational priority
<p>Leadership & supervision of direct reports</p> 	<ul style="list-style-type: none"> • Demonstrate wisdom in the workplace and culture leadership • Ensure alignment to culture improvement, organisational values, policies, procedures and code of conduct • Ensure tasks are prioritised and assigned effectively to achieve and exceed customer expectations, and deliver quality outcomes within budget and agreed timeframes • Maintain accountability of team members - ensure performance targets are met and that work is completed in a timely fashion to a high standard of quality • Provide induction and training for new staff in all Warrigal systems, including the asset management system • Maintain compliance with WHS standards and completion of associated documentation and training including, SWMS and SOP's • Ensure staff timesheets, accident/incident report forms are in order for lodging in a timely and systematic manner • Conduct regular staff meetings and documented 'toolbox' talks with direct reports • Conduct performance reviews, annual performance appraisals and create a culture of change, continual learning and skills development
<p>Contractor Management</p>	<ul style="list-style-type: none"> • Supervises all aspects of onsite contractor management including site induction training, supervision, support, addressing site operational issues and WHS compliance • Obtain quotes and prepare submissions where necessary to allow informed decision making by higher DOA's • Establish, review and update service contracts for quality control and competitive pricing

	<ul style="list-style-type: none"> • Site specific legal and statutory compliance obligations for contractors are met particularly focusing on contractor management and safe systems
Documentation	<ul style="list-style-type: none"> • Ensures appropriate and detailed documentation relevant to position is updated on a regular basis in line with Warrigal guidelines and processes • Assist in the development of the annual budget, standard operating procedures, Safe Work Method Statements (SWMS), Job Safety Environmental Assessments (JSEA), Risk Assessments, work instructions and internal documents
Training and Education	<ul style="list-style-type: none"> • 100% attendance/completion is required for all mandatory training, culture, education and development sessions for self and direct reports

Working Relationships:

Internal	External
Other Property Leads Property Services Coordinator/s Property Improvement Coordinator General and Residential Service Manager/s Other Support Services Teams	Contractors and suppliers Residents / Customers and their representatives Industry bodies

WHS Responsibilities

- Take reasonable care for their own health and safety, the health and safety of others including ensuring mitigating risks within their control to prevent injuries or illnesses.
- Comply with all reasonable instructions issued by Warrigal.
- Cooperate with Warrigal policies and procedures including reporting of hazards or incidents.
- Must inspect and/or wear/use PPE in accordance with any instruction/training.
- Must inform Manager/Supervisor of any damage, defect of plant and equipment.
- Must not intentionally misuse or damage equipment.

WHS Key Performance Indicators

- Reporting of all hazards, incidents and near misses to Manager/Supervisor.
- 100% correct use of PPE and correct application of Safe Work Procedures.
- 100% participation in training sessions for fire, WHS and toolbox talks when on shift.
- 100% satisfactory worker spot checks, or evidence of re training/ participation in resolution of unsatisfactory spot check performance.
- Active participation in WHS consultation including meetings and correct raising of WHS issues.