



Many Rivers Regional Housing

Position Description

Position Title: Manager Assets & Service Development	Business Unit: Asset Management	
Reports To: Chief Executive Officer	Direct Reports: Tenancy Support Officer	
Primary Objective:		
<p>This position is responsible for all asset management and tenancy support programs to deliver positive outcomes for owners, tenants and Many Rivers. The key objectives of the role include to:</p> <ol style="list-style-type: none"> i. Participate in the development and implementation of the organisation's strategic plan; ii. Identify growth opportunities and manage the development, implementation and evaluation of all programs to ensure the achievement of objectives and requirements; iii. Manage the funding contracts and agreements, to ensure that all agreed program requirements are delivered; iv. Provide leadership to ensure that staff capability is developed to each team member's full potential to assist in achieving the organisation's strategic objectives. 		
Position Dimension & Decision Making Authority:	Key Communication Contacts:	
<p>Without referral to manager –</p> <ul style="list-style-type: none"> • Routine staff management decisions • Operational expenditure within delegation and budget • Management of performance and employee relations <p>After Consultation with manager or others –</p> <ul style="list-style-type: none"> • Operational expenditure outside delegation and budget <p>Referred to managers or others –</p> <ul style="list-style-type: none"> • Capital expenditure • Strategic direction • Budget setting 	<p>Contact/Organisation</p> <p>Chief Executive Officer</p> <p>All Senior and Line Management Staff</p> <p>External Agencies and stakeholders</p>	<p>Purpose/Frequency of Contact</p> <p>Daily – Accountable for all position deliverables</p> <p>As needed - Ensure services are provided in line with the overall objectives of the organisation</p> <p>As required – building and maintain relationships</p>



Key Accountabilities		
Key Result Area	Major Activities	Performance Measures:
1. Service Development	<ul style="list-style-type: none"> Identify and research opportunities to ensure the improvement of housing outcomes for Aboriginal communities including social, financial and wellbeing outcomes. Prepare submissions for new and existing programs to ensure program offerings are achieving improvements to housing outcomes in the community. Develop a detailed understanding of each programs funding contract and requirements Manage funding contracts and agreements, to ensure that all agreed program requirements are delivered. Build relationships and networks with government, the community and other external stakeholders to ensure support and recognition of Many Rivers Regional Housing. 	<ul style="list-style-type: none"> Delivery of program requirements Additional programs identified and developed Retention / continuation of existing programs Delivery of effective tenancy support
2. Leadership and People Management	<ul style="list-style-type: none"> Provide leadership to ensure that staff capability is developed to each team member's full potential to assist in achieving the organisation's strategic objectives. Ensure that all staff develop and comply with work plans that are consistent with their funding agreements. Ensure that all staff comply with relevant WH&S legislation and that any issues are identified and resolved appropriately. Working in consultation with the Housing Manager to ensure effective referral processes are developed between two areas. 	<ul style="list-style-type: none"> HR metrics data, such as engagement, retention, unexplained absences etc
3. Budgetary and Financial Management	<ul style="list-style-type: none"> In consultation with the management team, prepare and execute the annual organisational and departmental budgets, to ensure achievement of the strategic objectives whilst maintaining effective cost controls. Manage the operational budget for programs to ensure that costs are controlled and monitored. 	<ul style="list-style-type: none"> Achievement of budget requirements



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4. Strategic Plan and Direction	<ul style="list-style-type: none"> • Liaise with the management team to develop and implement the Many Rivers Regional Housing Strategic Plan and departmental strategies to ensure the achievement of the organisation's strategic direction and goals. 	<ul style="list-style-type: none"> • Quality of Strategic Plan • Achievement of Strategic Objectives
3. Compliance	<ul style="list-style-type: none"> • Comply with all relevant legislation and regulatory standards. • Comply with minimum accreditation standards. • Ensuring staff, client and community confidentiality is maintained. 	<ul style="list-style-type: none"> • Success compliance with required standards
5. Reports and Statistics	<ul style="list-style-type: none"> • Provide management, statistical and other reports to meet organisational, program and statutory requirements including analysis, reporting of results and supporting recommendations. 	<ul style="list-style-type: none"> • Accuracy and timeliness of reports
6. Policy and Procedure Development	<ul style="list-style-type: none"> • Develop relevant policies and procedures to ensure that functions are demonstrating consistent practices and support strategic objectives. • Comply with organisational policies and procedures. • Compliance with and understanding of EEO Legislation 	<ul style="list-style-type: none"> • Development of systems to provide consistent and high standards of customer service and compliance with policies.



Key Challenges:	Person Specification:
<ul style="list-style-type: none">• Achieving outcomes in a sensitive and complex environment• Management on a variety of complex funding and program requirements• Development and implementation of budgetary and associated reporting• Leading and motivating the team to deliver on the requirements of each funding agreement and the overall strategic objectives of the organisation• Maintaining strong relationships across the organisation	<p>Requirements –</p> <ul style="list-style-type: none">• Aboriginality• Qualifications in a relevant field (such as project management, building).• Experience in a similar role managing a diverse property portfolio.• Understanding of the principles social housing as it relates to Aboriginal communities.• Outstanding leadership skills and the ability to lead a high performing team.• Financial management capability including the ability to manage a budget.• Previous experience working in a culturally diverse business environment, demonstrating empathy with the delivery of services.• Superior interpersonal and communication skills.• A NSW class C drivers' licence• Ability to hold all relevant security clearances including the National Police Check and Working with Children clearances