



Job Description

Asset Management Compliance Officer

Human Resources

Department:	Assets and Development
Primary Location:	As per employment contract
Award/Classification:	Social, Community, Home Care and Disability Services Award 2010 (Level 4)
Status of Employment:	As per employment contract
Date Reviewed:	April 2024
Reports To:	Asset Manager

Position Summary

The Asset Management Compliance Officer (AMCO) plays a pivotal role in efficiently overseeing contractor processes and asset activities within the Assets and Development Team. Key responsibilities encompass coordinating contractor compliance, managing asset information systems, engaging contractors, analysing compliance documentation, and providing regular reporting on contractor performance.

Specifically, the AMCO supports contractor and supplier engagement for maintenance and development works, monitors compliance documentation, develops and maintains asset information, and allocates works to meet maintenance timeframes. The AMCO plays a vital role in the administration of the following systems:

- Property and Tenancy database
- Strategic Planned Maintenance database
- Asset Management Information System
- Contractor Management database

Furthermore, the AMCO contributes to internal procedure management and continuous improvement of the asset management framework. Administrative support, proactive stakeholder communication, and fostering a culture of dignity and respect are integral aspects of the role, aligning closely with the organisational purpose of the Assets and Development Team. Additionally, this position will provide occasional support to the Maintenance Hub.

Key Reporting / Working Relationships

Internal	External
<ul style="list-style-type: none"> • Reports to the Asset Manager • Member of the Assets and Development Team • Liaises with Executive Team as required • Works collaboratively with the Housing Operations Team 	<ul style="list-style-type: none"> • Tenants • Service Providers • SA Housing Authority (SAHA) • Local Councils and funding authorities • Community housing sector (SA) • Contractors conducting work on behalf of Unity Housing

Special Conditions

- Hours of work are as per contract
- Position is based at the designated office but there may be a requirement to work across all Unity Housing sites
- A six-month probationary period will apply
- 5 weeks annual leave (pro rata for part time). Casuals receive the casual loading in accordance with the relevant Award in lieu of paid leave entitlements.

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- Operate within Unity Housing's Policy and Procedure framework, as amended from time to time.
- Authority to initiate and approve expenditure within financial delegation limits, as per Unity Housing's Delegations of Authority policy (Appendix A - Schedule of Delegations)
- Some out of hours work may be required during peak times of activity or tight deadlines and will be negotiated in advance, where applicable and approved overtime or TOIL will apply
- All Unity Housing staff are expected to participate in the activities and spirit of our Reconciliation Action Plan (RAP) and to contribute towards the achievement of the organisation's Environmental, Social and Governance (ESG) outcomes.
- Prior to appointment and on an ongoing basis staff must undergo satisfactory criminal and relevant history screenings
- Current full driver's licence required with no limitations

KEY RESPONSIBILITIES

Asset Compliance

- Maintain the Strategic Planned Maintenance database accurately to support component-based upgrade programs.
- Ensure data integrity between the Property and Tenancy database and Strategic Planned Maintenance database.
- Provide monthly on-time response and completion KPI data to contractors, and support them with work orders and priority response/completion timeframes.
- Gather and prepare data for submission to Quality Assurance for regulatory reporting requirements and prepare contractor site inspection compliance reports, administering corrective actions from non-compliance reports.
- Facilitate contractor compliance by collating and recording mandatory credentials and drive continuous improvement of service delivery through liaison with contractors.
- Initiate the registration process and ongoing support for prospective contractors.
- Provide recommendations and contribute to the development of strategies to enhance the Asset Management Information System, along with general administrative duties including file management, word processing, travel arrangements, and minute-taking.

Asset Management

- Administer the Property and Tenancy database accurately and promptly to ensure accessibility of up-to-date information for Assets and Development, and Housing Operations Teams, including logging maintenance enquiries and requests, entering compliance inspection reports, and recording asset-related site safety information to mitigate risk.
- Deliver responsive, customer-focused services to accurately allocate trades and prioritise works, ensuring completion to required standards.
- Log, monitor, and follow up on repairs and maintenance requirements.
- Liaise and negotiate with tenants, contractors, and stakeholders through various communication mediums.
- Respond to tenant enquiries and resolve issues in a timely and appropriate manner, collaborating or escalating when necessary.
- Process contractor invoices and coordinate charges to tenants as required.
- Provide timely and accurate asset information using databases to support evidence-based asset decisions.



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- During periods of absence or increased workload within the team, assist the Asset Manager and provide support to the Assets and Development Team by:
 - Monitoring maintenance, including desktop auditing of progress to ensure high-quality work within reasonable timeframes.
 - Soliciting feedback from tenants and the Housing Operations Team to ensure maintenance is carried out to high standards and in a timely manner.
 - Offering advice and support to the Housing Operations Team to ensure properties meet legislative, regulatory, and community standards, including boarding houses, transitional housing, affordable housing, and Unity Housing rental properties.
 - Ensuring maintenance work aligns with the Asset Maintenance Plan, consulting with the Asset Manager as necessary.
 - Collaborating with the Housing Operations Team regarding major maintenance work that may disrupt tenants, managing tenant queries and low-level complaints with input from the Housing Officer or Maintenance Coordinator, and escalating other matters to the relevant manager or their delegate as needed.

Quality Assurance and Continuous Improvement

- Conduct thorough quality assurance checks on received asset data to maintain high-quality evidence within the Asset Management Information System.
- Regularly evaluate and update forms and processes to ensure full compliance with relevant legislation.
- Actively participate in appropriate training sessions to enhance skills and knowledge.
- Maintain a safe and healthy working environment by strictly adhering to Workplace Health and Safety (WHS) requirements.

Other Duties

- Any other duties appropriate to the role.

Key Performance Indicators

The following areas will be assessed and measured through Unity Housing's Professional Development Program to monitor effective performance in accordance with the requirements of this Job Description, Unity Housing's Policy and Procedure framework, Strategic Plan and the employment contract.

- Maintain accurate information, in a timely manner, within Unity Housing's Asset Management Information System and any other systems associated with the management of Unity Housing's Assets and tenancy data and information.
- Demonstrate a commitment to customer service standards including prompt response times and professionalism in the delivery of duties.
- Collaborate effectively and cooperatively with Unity Housing staff to achieve shared goals.
- Demonstrate strong organisational and time management skills in all work undertaken.

Specific Performance Measures (KPIs) will be identified in conjunction with the designated Manager for this role to ensure that outcomes detailed in the above Key Responsibilities are aligned with Unity Housing's Strategic Plan and are properly measured in determining the level of performance.



Values and Behaviours

All Unity Housing staff are required to model the following behaviours and values and participate in performance reviews and management as directed and in line with published expectations as outlined in the Code of Conduct, Strategic Plan, and related documents. These are available on Unity Housing’s intranet and website and updated as necessary:

- Respect and social justice
- Innovation and creativity
- Collaboration and partnerships
- Transparent and ethical
- Leadership and professionalism
- Empowering and respectful

PERSON SPECIFICATION

Education/Qualifications

Essential:

- Certificate III or above in related field and/or relevant industry experience.

Desirable:

- Industry understanding or training in contractor management and compliance.
- Experience in the Building, Construction or Engineering industries.
- Exposure to safe working practices in Construction industry.

Experience

Essential:

- Industry experience in contractor management and compliance.
- Experience in efficiently reviewing and analysing large amounts of data.
- Demonstrated problem-solving skills with the ability to plan, organise, control, and coordinate a range of concurrent activities.
- Excellent written and verbal communication skills including demonstrate proficiency in formal reporting.
- Proven experience and working knowledge of contemporary asset information systems.
- Experience coordinating and undertaking administrative tasks.
- Proficient in advanced IT skills, with substantive experience in generating reporting tables, dashboards, pivot tables, and graphs.

Desirable:

- Experience in Compliance and Quality Assurance, involving exposure to regulatory standards and quality control measures.
- Comprehensive understanding of Compliance with WHS regulation, and standards.
- Empathy with people experiencing disadvantage, who may be living with a disability or experiencing homelessness.
- Capacity to deal with difficult and/or aggressive people by phone and in person and utilise effective conflict resolution skills.
- Demonstrated capacity to treat all tenants, contractors and staff with dignity and respect and with due consideration for their privacy.



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<ul style="list-style-type: none"> • Skilled in utilising the Microsoft Office suite, property and tenancy databases, and asset maintenance systems. • Ability to adapt to change and to adopt a flexible approach to changes in work practices in a proactive manner. • Ability to exercise initiative and judgement to make decisions, exercising integrity and non-prejudice behaviour in influencing decisions. • Customer service experience leading to excellent telephone skills and high standard of verbal and written communication skills. • Ability to work efficiently under limited direction, work independently and meet work targets and deadlines within time constraints. 	
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Approval:

Chief Executive Officer

Date: 10 May 2024

I acknowledge receipt of and agree to the duties and expectations as outlined within this job description.

Name:		Signature:		Date:	
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