

POSITION DESCRIPTION



COMMUNITY HOUSING LTD
GROUP OF COMPANIES

FACILITIES MANAGER (BTR)

Location: Flemington / Brighton / Prahran

Reports to: General Manager - BTR

Supervises: Building Maintenance Officers, Maintenance Supervisor

CHL Capability Band: 3

Primary Purpose:	The Facilities Manager (FM) is responsible for the efficient and effective management of all facilities operations across the Build-to-Rent portfolio. This role ensures that properties are maintained to the highest standards of safety, functionality, and presentation, while delivering a seamless living experience for residents. The Facilities Manager works closely with internal teams, contractors, and service providers to implement proactive maintenance strategies, manage budgets, and uphold compliance with relevant regulations and asset management standards.
Context:	This is a senior role leading key program or project areas that contribute to CHL's vision of a world without housing poverty. This role is a champion for CHL's values, mission and goals and promotes and drives commitment to the organisation's strategic objectives. Staff working at this level are expected to manage work practices for the health and wellbeing of staff, promote and adopt a balanced and positive approach to work and, promote a working environment free from harassment and discrimination. Operating within a dynamic Build-to-Rent environment, the Facilities Manager plays a pivotal role in ensuring the seamless operation, maintenance, and presentation of residential assets, supporting both resident satisfaction and long-term asset performance.
Work Health & Safety	Ensure all tasks and activities associated to the role's operations comply with WHS legislation, relevant State jurisdiction and CHL health and safety policies, procedures and directions
Responsibilities:	<p>The Facilities Manager will have oversight and participation of but not limited to the following:</p> <ol style="list-style-type: none"> 1. Lead the facilities team in developing and executing asset management strategies by proactively assessing the property portfolio to ensure optimal performance and longevity. 2. Align all asset management activities with relevant standards, including ISO 55000, to ensure consistency, quality, and compliance with best practices. 3. Maintain strong relationships with current vendors and potential suppliers, conducting regular performance reviews. Where necessary, collaborate with the Subcontractor Coordinator to engage additional service providers to ensure quality, timeliness, and cost-effectiveness in service delivery. 4. Ensure that all maintenance and project works across the property portfolio are completed within agreed timeframes and to the required standards. 5. Oversee remediation work carried out by maintenance contractors, ensuring it meets the specifications and quality expectations outlined in maintenance agreements. 6. Maintain accurate and up-to-date records of all compliance-related activities, including inspections, audits, and certifications. 7. Ensure all certificates and maintenance-related documentation are properly recorded, stored, and readily accessible for audit or operational needs. 8. Establish and annually update asset management plans for all owned sites, ensuring they reflect current conditions, priorities, and strategic objectives. 9. Manage allocated budgets effectively, monitoring expenditure and providing monthly financial reports that compare actual spend against budget forecasts. 10. Identify opportunities for continuous improvement in facilities operations, sustainability, and cost efficiency, and implement initiatives that support the organisation's strategic goals. 11. Ensure health, safety, and environmental standards are upheld across all facilities operations, promoting a safe and compliant working environment.

Technical Skills, Experience & Qualifications:	<ul style="list-style-type: none"> • Proven experience in facilities or property management, ideally within a residential or Build-to-Rent environment. • Demonstrated success in managing multi-site portfolios and coordinating with internal and external stakeholders • Experience leading or supervising maintenance teams and contractors. • Track record of improving operational efficiency and resident satisfaction through proactive facilities management. • Exposure to ISO 55000 or similar asset management frameworks is highly desirable • Working with diverse groups of stakeholders. • Desire to be part of a values driven and community focussed organisation. • Understanding of asset management principals and their application to property. • Demonstrated computer literacy in windows (Microsoft) and asset management systems • Green/White card (or ability to obtain) • Sound knowledge and application of WHS practices • Commitment to the right of every person to good quality housing • Current Driver's Licence • Satisfactory Police, NDIS & Working With Children's Checks
Key Capabilities:	<p>Continuous Improvement – Responds proactively to a continuous improvement environment and changing circumstances and adjusts activities when necessary</p> <p>Strategic Thinking – Understands the work environment and contributes to the development of plans, strategies and team goals</p> <p>Self Awareness – Critically analyses own performance and behaviour, their impact on others and seeks feedback to improve</p> <p>Teamwork – Builds cooperation and overcomes barriers to information sharing communication and collaboration</p> <p>Business & Political Acumen – Understands CHL's business cycle and the execution of strategic goals. Keeps up to date with legal, regulator, market and technological developments</p> <p>Nurtures Relationships – Builds and sustains positive relationships with team members, stakeholders and clients. Anticipates and is responsive to client and stakeholder needs and expectations</p> <p>Integrity – Understands and models CHL's social, ethical and organisational standards and responsibilities in all interactions</p> <p>Professionalism & Accountability – Takes responsibility for own work tasks, utilises the specialist expertise of others within CHL and contributes own expertise to achieve outcomes for the business unit</p> <p>Financial Management – Applies a thorough understanding of financial policies and processes to planning, forecasting and budget preparation and management. Operates within delegation and processes</p>