

POSITION DESCRIPTION

SERVICES MOBILISATION LEAD

Location: Queensland
Reports to: State Manager
Supervises: Nil
CHL Capability Band: #3



Primary Purpose:	<p>The Services Mobilisation Lead has responsibility for ensuring effective collaboration and coordination of mobilisation actions in the Cairns Seniors Downsizing Initiative.</p> <p>The role is responsible for project management of deliverables, ensuring completion on time and on budget, as it relates to CHL's position as property owner and Management Services Contractor. Reporting to the State Manager, QLD and working closely with the Project Delivery Lead and Program Practice and Development Manager, this position plays a critical role in developing relationships with local stakeholders and community.</p>
Context:	<p>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, vision and goals and promotes and drives commitment to the organisations 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.</p>
Work Health and Safety:	<p>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</p>
Responsibilities:	<ol style="list-style-type: none"> 1. Project management <ul style="list-style-type: none"> • Oversee and report on Project status including scope, cost, schedule and risks as it relates to delivery of Management Services • Review the financial model and facilitate required variations, including where updates to design will result in lifecycle and/or planned and cyclical maintenance costs • Facilitate housing services, programs and asset maintenance working groups specific to the Project and provide assistance across internal departments on Project development 2. Financial Management and oversight <ul style="list-style-type: none"> • Monitor and manage operational expenditure in line with established budgets • Allocate reporting entity and prepare financial transacting and reporting in partnership with relevant CHL teams 3. Contractual compliance <ul style="list-style-type: none"> • Ensure CHL meets all obligations under the Services Contract through scheduling activities from the Compliance Matrix in the Project deliverables 4. Stakeholder Engagement and Partnerships <ul style="list-style-type: none"> • Serve as a key point of contact for all external stakeholders, representing CHL's interests and values. • Build and maintain relationships with locally based local and state government agencies, community organisations, partner organisations and other key stakeholders • Advocate for community needs and for the Community Housing sector and represent the Organisation with local stakeholders and sector peak 5. Quality Assurance and Risk Management <ul style="list-style-type: none"> • Drive contract compliance and establish Mobilisation governance and Services Contract compliance management systems and reports • Foster a culture of continuous improvement • Establish and monitor quality assurance processes to ensure high quality service delivery standards and conduct regular audits and assessment to evaluate program performance • Identify potential risks and develop strategies to mitigate these and monitor and report against identified risks and risk mitigation strategies 6. Reporting and Accountability <ul style="list-style-type: none"> • Prepare reports for key internal and external stakeholders • Ensure transparency and accountability in all operational aspects and programs.

Technical Skills, Experience & Qualifications:	<ul style="list-style-type: none"> • Relevant tertiary qualification • Minimum 3 years' experience as a manager in community or social services, property services or related government department • Thorough understanding of and clear commitment to best practice, policy and legislation in the housing sector • Current Driver's Licence • Satisfactory Police
Key Capabilities:	<p>Client Focus – Fosters and drives a culture of excellence in service delivery. Maintains high-level awareness of client issues as they relate to service provision</p> <p>Achieves Results – Drives a culture of achievement and fosters a quality focus. Demonstrates a drive to achieve beyond expectations.</p> <p>Quality – Manages implementation and actively monitors quality systems to ensure that expected outcomes are achieved</p> <p>Resilience – Role models responding to challenges with a high level of resilience and persistence.</p> <p>Leadership – Engages and inspires others in the strategic direction of the work area, encourages their contribution and communicates expected outcomes</p> <p>Communication – Communicates in a way that engages, persuades and impresses a wide range of internal and external audiences</p> <p>Nurtures Relationships – Builds and sustains relationships within CHL, across the community housing industry, the government and a diverse range of external stakeholders. Identifies and manages critical relationships to ensure CHLs objectives and deliverables are enhanced</p> <p>Decision Making – Demonstrates decisiveness and actively approaches others in different work areas to assist and enhance business relationships</p> <p>Self Awareness - Critically analyses own performance and behaviour, their impact on others and seeks feedback to improve</p> <p>Business and Political Acumen – Understands CHL's complete business cycle including developing and executing of strategy. Keeps up to date with legal, regulatory, market and technological developments.</p> <p>Integrity – Champions at the highest level for adherence to CHLs standards, promoting a culture of integrity and professionalism. Challenges personal and organisational breaches of values and standards</p> <p>Professionalism and 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>