

## POSITION DESCRIPTION



COMMUNITY HOUSING LTD  
GROUP OF COMPANIES

# Project Coordinator - BTR

**Location:** Melbourne CBD, VIC

**Reports to:** General Manager - BTR

**Supervises:** N/A

**CHL Capability Band:** #2

<b>Primary Purpose:</b>	To coordinate and support the successful delivery of CHL's Ground Lease Model (GLM) programs across Victoria, with a focus on business reporting, stakeholder engagement, project administration, and operational readiness. The Project Coordinator works closely with the General Manager – Build to Rent (BTR) and internal teams to ensure CHL meets its obligations under GLM project agreements and contributes to the successful mobilisation and operation of GLM developments. The role contributes to CHL's mission to create a world without housing poverty and supports a positive, accountable, and high-performing work environment aligned with CHL's values and commercial objectives.
<b>Context:</b>	This is an important role contributing to CHL's vision of a world without housing poverty and is a role model for CHL's values, vision and goals. 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 ensure health and safety risks are addressed.
<b>Work Health &amp; Safety:</b>	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
<b>Responsibilities:</b>	<p>Provide high quality project coordination, liaising with key stakeholders in GLM2 to ensure CHL undertakes required obligations and contribute to the delivery of quality project outcomes by: -</p> <ol style="list-style-type: none"> <li><b>Support GLM Project Coordination</b> <ul style="list-style-type: none"> <li>Maintain a working knowledge of the development pipeline and the PPP contractual obligations CHL is party to (e.g. GLM1 and GLM2), including service deliverables, asset management, and tenancy requirements</li> <li>Coordinate internal inputs required for the GLM projects to meet contractual and reporting obligations</li> <li>Monitor incoming communications and requests (e.g. Request for Information) from project partners and drive timely internal responses</li> <li>Maintain accurate records, correspondence and project documentation in line with CHL systems and information governance policies</li> <li>Assist in ensuring all CHL inputs to project agreements (e.g., services under the Project Deed or Services Agreement) are consistent, accurate, timely and of high quality</li> </ul> </li> <li><b>Stakeholder Management and Representation</b> <ul style="list-style-type: none"> <li>Support the General Manager and program leads with project planning, implementation, and monitoring to ensure quality and consistency across initiatives and programs of work</li> <li>Maintain active working relationships with GLM consortium partners, Homes Victoria, project advisors and government stakeholders to support effective information exchange</li> <li>Participate in key project meetings (e.g., Project Control Groups), preparing agendas, minutes and follow-up actions as required</li> <li>Act as a main point of contact for internal stakeholders across Housing Services, Assets, and Legal regarding stakeholder queries and resolutions, alongside the General Manager - BTR</li> </ul> </li> <li><b>Support Operational Readiness</b> <ul style="list-style-type: none"> <li>Support planning and monitoring of CHL's preparedness for development handovers, ramp-up periods, and transition to operational phases under GLM1 and GLM2.</li> </ul> </li> </ol>

	<ul style="list-style-type: none"> <li>• Coordinate tracking of key handover, operational readiness, and mobilisation milestones in partnership with Property, Housing Services, and Asset Management teams.</li> <li>• Identify and escalate operational, contractual, or resourcing risks that may impact CHL's ability to meet obligations during ramp-up and steady-state service delivery.</li> <li>• Contribute to documentation and internal readiness plans that support timely, high-quality service mobilisation aligned with PPP and consortium requirements.</li> </ul> <p>4. <b>Reporting and Governance</b></p> <ul style="list-style-type: none"> <li>• Coordinate the regular collation and preparation of internal and external project reports, including inputs for Board, Homes Victoria and project partners</li> <li>• Review and quality-check reporting inputs prior to submission to the General Manager – BTR</li> <li>• Support continuous improvement of internal reporting and governance frameworks</li> </ul> <p>5. <b>Support Strategic and Cultural Alignment</b></p> <ul style="list-style-type: none"> <li>• Contribute to the achievement of CHL's strategic goals and GLM program outcomes</li> <li>• Promote a positive workplace culture aligned with CHL's values and commitment to equity and professionalism</li> <li>• Undertake other duties consistent with the role's purpose and CHL's business needs as directed</li> </ul> <p>6. <b>Drive Operational Excellence and Risk Management</b></p> <ul style="list-style-type: none"> <li>• Monitor internal project workflows and coordination tasks to identify delays, inefficiencies, or risks and escalate or suggest improvements.</li> <li>• Support governance by ensuring that project documentation and internal decisions are well-documented, accurate, accessible, and defensible.</li> <li>• Liaise with stakeholders (e.g. Assets, Legal, Finance) to support timely resolution of operational bottlenecks impacting GLM project delivery.</li> </ul> <p>7. <b>Support Service Development and Strategic Growth</b></p> <ul style="list-style-type: none"> <li>• Assist in maintaining and updating GLM project documentation, tools, and procedures to ensure alignment with CHL operational standards.</li> <li>• Contribute to the development of business process improvements and internal documentation linked to strategic GLM outcomes.</li> <li>• Participate in internal working groups or reviews to support innovation and knowledge sharing across CHL.</li> </ul> <p>8. <b>Understand and Support Housing Development Pipeline</b></p> <ul style="list-style-type: none"> <li>• Track upcoming development milestones to support internal service mobilisation and reporting.</li> <li>• Liaise with the development team to align project timelines and information needs with internal operational readiness.</li> <li>• Coordinate GLM/BTR project milestones and provide monthly updates on project status, risks, and progress to the GM.</li> <li>• Provide feedback to project teams to inform continuous improvement in design, handover, or operational planning.</li> </ul>
<b>Technical Skills, Experience &amp; Qualifications:</b>	<ul style="list-style-type: none"> <li>• Minimum 2 years experience in a similar role in property development, involving project coordination or contract administration, preferably within a social infrastructure project delivery environment</li> <li>• Understanding of contractual obligations and reporting frameworks in government-funded housing projects</li> <li>• Strong written and verbal communication skills, with the ability to prepare professional correspondence and reports</li> <li>• High-level stakeholder engagement skills, including confidence liaising with government and external partners</li> <li>• Strong organisational skills with the ability to manage competing priorities under pressure</li> </ul>

	<ul style="list-style-type: none"> <li>• Effective communicator with proven experience in developing relationships and working collaboratively with a range of stakeholders</li> <li>• Strong problem-solving skills</li> <li>• High attention to detail and advanced skills in Microsoft Office suite (Word, Excel, SharePoint, Outlook)</li> <li>• Understanding of and commitment to social housing principles and CHL's mission</li> <li>• Relevant tertiary qualifications in project management or related discipline highly desirable.</li> <li>• Current Driver's Licence</li> <li>• Satisfactory Police Check (and other checks if required by project contract)</li> </ul>
<b>Key Capabilities:</b>	<p><b>Client Focus</b> – Demonstrates detailed knowledge of client issues and ensures service delivery responds to client needs</p> <p><b>Achieves Results</b> – Monitors work progress and manage priorities with a commitment to achieving quality outcomes</p> <p><b>Solves Problems</b> – Uses experience and knowledge of work area to assist in the development of solutions for day-to-day problems</p> <p><b>Resilience</b> – Achieves work objectives, even in difficult circumstances, whilst remaining positive and calm</p> <p><b>Continuous Improvement</b> – Responds proactively to a continuous improvement environment and changing circumstances and adjusts activities when necessary</p> <p><b>Teamwork</b> – Offers constructive feedback and provides a balanced and informed perspective at team meetings</p> <p><b>Nurtures Relationships</b> – Builds and sustains positive relationships with team members, stakeholders and clients. Anticipates and is responsive to client and stakeholder needs and expectations</p> <p><b>Professionalism &amp; Accountability</b> – 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><b>Financial Management</b> – Works efficiently to meet established budgets. Understands basic financial terminology. Is aware of financial delegation principles and processes</p> <p><b>Probity</b> – Adopts a principled approach, adhering to CHL's policies and procedures</p>