

POSITION DESCRIPTION
ASSET OFFICER



Position Title: Asset Officer	Department: Property Services
Reports To: Team Leader, Property Services	
Direct Reports: None	Location: Surry Hills
<p>Position Purpose:</p> <p>The Asset Officer is responsible for ensuring that Women's Housing Company tenants receive excellent customer service and that all responsive maintenance and cyclical maintenance work is appropriately prioritised, documented and completed in line with budget, procurement, safety and quality standards set by the business and other relevant legal and legislative standards.</p> <p>They support the Team Leader Property Services, Manager, Property Services and Technical Officers with administration, document management and contractor performance and compliance.</p>	<p>Position Dimensions</p> <p>Award Title: Social, Community, Home Care and Disability Services Industry Award 2010</p> <p>Award Level: Level 3</p> <p>Delegation authority: Refer to Schedule of Delegation</p>

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Key Accountabilities	Key Activities
1. Support the WHC to provide exceptional customer service by actioning maintenance requests and undertaking consultation and communication with tenants and the Property and Housing Services teams.	<ul style="list-style-type: none"> • Respond to tenant enquiries in line with Customer Service Standards • Provide timely repairs and maintenance advice and information to Tenancy Team • Keep tenants informed on repairs progress • Undertake tenant satisfaction and feedback processes to support continuous service improvement
2. Support the delivery of the WHC responsive maintenance program by appropriately actioning and monitoring responsive maintenance requests	<ul style="list-style-type: none"> • Triage, raise and monitor work orders to completion • Coordinate maintenance works with approved contractors and ensure works are carried out in line with service agreements and priority timeframes • Follow up on after hours emergency work
3. Support the delivery of quality homes to our tenants by providing support to the Senior Asset Officer for the completion of cyclical works.	<ul style="list-style-type: none"> • Send notifications and manage non-access for annual fire safety, termite inspections and other cyclical works. • Negotiate access times between tenants and contractors • Keep accurate records and files in the relevant systems • Report on cyclical program progress
4. Support the WHC to maintain strong financial performance by supporting the Senior Asset Officer to manage the vacants program and minimise vacancy times.	<ul style="list-style-type: none"> • Coordinate outgoing inspection information to scope vacant work • Raise and monitor vacant work orders • Provide timely reports on vacants • Update IT record system for vacants
5. Assist the Property Services team to meet its financial goals and targets by scrutinising contractor invoices and variations before approval to ensure they match work orders.	<ul style="list-style-type: none"> • Scrutinise, audit and approve invoices within delegated authority • Raise issues of quality or service delivery with the Property Services Manager • Update IT systems eg. SDM

<p>6. Ensure that WHC meets its statutory and legislative obligations by maintaining strict adherence to WHS, the National Regulatory System and workplace policies and procedures.</p>	<ul style="list-style-type: none">• Stay abreast of relevant legislation, regulation and registration• Maintain knowledge of Residential Tenancy Act (2010)• Ensure the accurate recording of relevant data in the IT system(s)• Participate in policy and procedure reviews• Escalate issues and identified safety risks to the Senior Asset Officer
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<p>Qualifications and Experience</p>
<ul style="list-style-type: none">• At least 2 years' experience in property/facilities maintenance and/or contractor management• NSW Drivers license• Intermediate skills in all Microsoft Office applications• Knowledge of Community Housing Industry Schedule of Rates (desirable)• Experience working with disadvantaged tenants• Mandatory National Criminal History Check

Key Competencies

- Delivers effective customer service**
 - Adheres to policies and procedures when working with customers
 - Is friendly, polite and helpful
 - Demonstrates professionalism and treats people with respect
 - Gives accurate information
 - Listens effectively and tailors communication accordingly

Achieves results

- Identifies tasks required
- Uses time well to meet priorities
- Finishes tasks on time as requested
- Uses resources effectively and minimises waste
- Checks own progress and flags when things may not get done on time

Listens to, understands and recognises the needs of others

- Shares information and co-operates with team members
- Contributes to team discussions
- Is an effective team member
- Keeps others informed of issues
- Works collaboratively

Shows judgement and solves problems

- Identifies problems and alerts supervisor
- Participates in discussions around issues
- Suggests improvements to work tasks
- Researches and analyses information and makes recommendations based on evidence
- Implements improved work practices