**Position Family: Property Maintenance**

*Property Maintenance*

Senior Property Facilities Manager [OPR.90211.5](#bookmark416)

Property Facilities Manager [OPR.90211.4](#bookmark417)

Property Team Leader [OTH.92910.4](#bookmark418)

Maintenance Manager/Building Operations Supervisor [OPR.90202.3](#bookmark419)

Property Officer [OTH.92910.3](#bookmark420)

Maintenance Officer [OPR.90202.2](#bookmark421)

**Position title: Senior Property Facilities Manager Aon Position code: OPR.90211.5**

**Level: 5**

**Responsible for**

Ensuring that all building services, including engineering and soft services provided are cost effective and satisfactorily meet agreed service standards.

# Report to

Head of Operations & Facilities Management

# Supervises

Facilities Manager, or depending on structure of organisation, nil

# Main activities

* Managing the performance of facilities management division (or external service providers) and ensuring their performance meets client business unit needs and agreed performance standards.
* Ensuring agreed standards of service delivery are met and that delivery is cost effective and minimises operating risk by performance managing the facilities management team (or service providers) and benchmarking performance measures against internal/external standards.
* Identifying and managing improvements to engineering and facilities management processes including risk reduction, cost saving and other value adding strategies.
* Acting as an internal centre of excellence for engineering and facilities management, particularly in regards to risk management for critical operational sites and for retail operations.
* Developing and maintaining a comprehensive body of policies and standards related to the delivery of building services that provide clear operating procedures and guidelines and ensure key risk areas are identified and effectively monitored and managed.
* Managing the delivery of engineering and facilities management projects through the facilities management team ( or external providers).
* Providing leadership to a small team of facilities and engineering professionals.
* Assisting in the preparation of annual budgets and providing advice and analysis of those plans for internal (or external) clients.
* Managing the presentation and day-to-day operations of allocated properties, including security, maintenance and safety

# Key skills

* Excellent communication/negotiation skills.
* Ability to influence team outcomes to achieve best practice targets .
* Ability to lead and develop multi-disciplinary teams .

# Internal contacts

Asset and Lease Management Division, Project Management division, Facilities Management Division

# External contacts

Third party providers, industry groups, regulators

# Typical experience

8+ years experience in building services and a broad range of facilities management activities for commercial and retail property, with tertiary qualifications in property, real estate, finance or related field.

# Other comments

**Position title: Property Facilities Manager**

**Aon Position code: OPR.90211.4**

**Level: 4**

**Responsible for**

Managing the presentation, day to day operations, tenant relationships, risk profile, financial performance, engineering performance, capital works and sustainability of the building services of the property within the agree quality standards and budget.

# Report to

Regional Facilities Manager or General Manager Facilities

# Supervises

Facilities project manager, assistant and coordinator

# Main activities

* Developing a clear understanding of the property management agreement(s) for the portfolio and ensure the service delivery meets those requirements
* Ensure the asset operates efficiently and effectively, maintaining the required level of tenant amenity
* Ensure the asset is well presented at all times and that the integrity of the building's security is maintained
* Manage the day to day relationship with service providers, including performance reviews in conjunction with the appropriate manager
* Manage the day to day relationship with tenants from an operational perspective, including reviewing and approving tenant fit-outs (where applicable)
* Manage all areas of risk to ensure that both the company and its clients are effectively mitigated. Adopt standard procedures and tools to ensure transparency
* Establish the building's environmental performance, develop and implement plans to improve the performance and continually monitor to ensure the performance remains at optimum levels. Adopt standard procedures and tools to ensure transparency
* Identify new business opportunities( including opportunities to manage additional properties, generate consultancy or project management fees)
* Advise the client on asset re positioning to either retain existing ( or attract new )tenants

# Key skills

* Good communication skills.
* Negotiation and decision making skills.
* Strong leadership skills.
* Effective time management skills.
* Intermediate computer skills.
* Awareness of legislation relevant to the position, particularly with regard to Occupational Health & Safety requirements.
* Excellent organisational and planning skills - ability to prioritise and multitask.
* Ability to troubleshoot
* Good Financial Literacy
* Ability to read and comprehend technical and legislative documents
* Strong customer service ethics

# Internal contacts

Development and construction business units, legal and finance departments, centre management staff.

# External contacts

Customers, retailers, landlords and contractors.

# Typical experience

At least 5 years experience in property maintenance role, tertiary qualifications in property, real estate, finance or other related field.

# Other comments

**Position title: Property Team Leader**

**Aon Position code: OTH.92910.4**

**Level: 4**

**Responsible for**

Ensuring quality asset management of a dedicated portfolio of properties owned by the organisation as well as those owned by government and partner organisations based on the contractual arrangements that exist.

# Report to

Operations Manager or Regional Manager.

# Supervises

Property Officers.

# Main activities

* Developing, implementing and ensuring the operation and review of policies and procedures across all key aspects of property services including maintenance and body corporate aspects.
* Ensuring that the appropriate skills and expertise are in place to provide the necessary level of property services including recruiting, developing and managing team members in accordance with policies, procedures and values.
* Ensuring the processes and policies in place for asset management and maintenance operate to a high level of effectiveness and efficiency.
* Ensuring that appropriate procedures are in place to record, report and resolve property and maintenance related complaints in a timely, fair, consistent and effective manner.
* Leading the Property Services Team in the delivery of quality and professional property management and maintenance.

# Key skills

* Management, leadership and mentoring capability.
* Administrative, organisational, budgetary, reporting and planning skills.
* Excellent communication, negotiation and motivational skills.
* A detailed understanding of complex and challenging housing management issues including eviction and court proceedings.
* Client focus and the ability to act empathetically and with sensitivity and understanding.
* Analytical interpretation and advanced problem solving abilities.

# Internal contacts

Property Services.

# External contacts

Clients, Partner Agencies, Contractors and Suppliers.

# Typical experience

5+ years of experience in the public/community or private housing sector coupled with tertiary education.

# Other comments

**Position title: Maintenance Manager/Building Operations Supervisor Aon Position code: OPR.90202.3**

**Level: 3**

**Responsible for**

Maintaining the services of the centre on a day to day basis.

# Report to

Operations Manager/GM Facilities

# Supervises

Maintenance Officers.

# Main activities

* Ensuring all centres services and presentation standards are maintained on a daily basis.
* Organisation and liaising with contractors to ensure the repair and maintenance of structures.
* Acting as frontline contact point for all queries and complaints.
* Managing maintenance officers and external contractors for high quality output.
* Ensuring all maintenance and procedures meets all OHS and insurance requirements.
* Conducting property inspections and maintaining presentation within agreed standards.

# Key skills

* Good communications skills.
* Technical skills in building maintenance.
* Negotiations skills.
* Intermediate computer skills.
* Ability to troubleshoot.
* Ability to communicate and manage relationships with external service providers and contractors.

# Internal contacts

Operations manager and facilities and centre management team.

# External contacts

Customers, retailers and contractors.

# Typical experience

At least 7 years previous management experience coupled with experience in maintenance services and trade qualifications.

# Other comments

**Position title: Property Officer**

**Aon Position code: OTH.92910.3**

**Level: 3**

**Responsible for**

Asset-managing a dedicated portfolio of properties owned by the organisation as well as those owned by government and partner organisations based on the contractual arrangements that exist.

# Report to

Property Team Leader.

# Supervises

None.

# Main activities

* Asset-managing a portfolio of properties to budget to ensure expenditure across the organisations property portfolio is effective and efficient.
* Performing yearly property inspections to standards and report on variances, detailing expected expenditure and scope of planned maintenance works at defined time intervals.
* Managing all body corporate aspects of the property portfolio, including attending body corporate meetings as dependant on major agenda issues.
* Liaising with Finance to ensure properties are insured and act on insurance claims in a timely manner.
* Carrying out all non-urgent (> 24 hours) responsive maintenance.
* Monitoring, reviewing and endorsing the urgent (<24 hours) responsive maintenance requests issued by Housing Officers and ensure that contractors selected are from approved contractor panel and maintenance work conducted are within the expected cost estimate of works.
* Attending to maintenance and upgrade works as they arise.

# Key skills

* Strong customer service skills.
* Well developed organisational skills including ability to manage conflicting priorities and high case loads without affecting quality of service delivery.
* Well developed problem solving and influencing skills including ability to recommend strategies for resolution/service improvement etc to management.
* Good communication skills.

# Internal contacts

Housing officers.

# External contacts

Government and Partner Agencies, Contractors and Suppliers.

# Typical experience

3+ years experience in the construction or building industry.

# Other comments

**Position title: Maintenance Officer**

**Aon Position code: OPR.90202.2**

**Level: 2**

**Responsible for**

Maintaining the services of the centre on a day to day basis.

# Report to

Maintenance Manager

# Supervises

No supervisory responsibilities.

# Main activities

* Ensuring all areas are maintained on a daily basis.
* Conducting repairs and maintenance of the property.
* Organising and liaising with contractors for larger scale repairs.
* Ensuring customer and retailer safety.
* Acting as the frontline point of contact for customers and retailers.

# Key skills

* Communication skills.
* Organisation skills.
* Trade qualifications for repairs.
* Understanding of OH&S requirements.
* Appreciation of building support systems.
* Ability to communicate and manage relationships with external service providers and contractors.
* Ability to troubleshoot.

# Internal contacts

Operations manager and facilities and centre management team.

# External contacts

Customers, retailers and contractors.

# Typical experience

Experience in maintenance services or trade experience and trade qualifications.

# Other comments