

POSITION DESCRIPTION

Position Title:	Village Manager – Retirement
Employer:	Brisbane Housing Company Ltd.
Employment status:	Part time
Responsible to:	Retirement Village Operations Manager
Direct Reports:	Nil

Position Purpose

The Village Manager – Retirement position is based at Arbor, Sherwood and exists in order to:

- Professionally manage the Village (Arbor).
- Ensure residents security and safety.
- Undertake responsibility for overseeing the Village’s financial performance, maintenance of assets and upkeep of common area facilities and gardens.
- Maintain village occupancy through sales, and enquiry management.
- Support resident wellbeing, through identifying and promoting social and wellness initiatives for residents.
- Ensure that compliance and regulatory requirements are met, including in relation to health and safety.

The role is the focal point for BHC staff and external service providers that are engaged in order to support delivering on the above key objectives.

Company Context

Arbor is a project developed by Brisbane Housing Company (BHC).

BHC is an independent, not-for-profit organisation operating since 2002. BHC is a Tier One registered provider under the National Regulatory System for Community Housing (NRSCH) and owns and manages the largest portfolio of affordable homes for rent in Queensland.

BHC’s Vision is “Creating homes, empowering lives, enabling transformation” and our Mission is “to deliver our Vision by building and maintaining quality affordable homes for people in need and engaging with and supporting people to sustain their tenancies”.

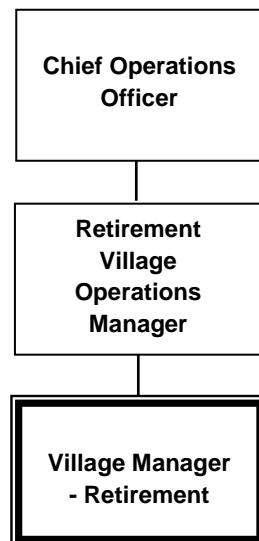
BHC’s core Values are:

- Making a difference
- Working with integrity
- Supporting each other

- Working safely
- Our differences
- Being accountable and delivering quality
- Celebrating achievements

We pride ourselves on working in close partnership with local communities, service providers, charities and government to provide homes that are secure and affordable.

Reporting and Key Relationships



- Reports to the Retirement Village Operations Manager.
- Focal point for BHC staff, and external service providers and contractors that are engaged in order to support service delivery and compliance.
- Liaising with Sales and Marketing.
- Build strong rapport with Residents' Committee.

Key Result Areas

- Resident satisfaction.
- Compliance and Village operation in line with legislation, codes of practice, Company policies & procedures.
- Safety and security: Of residents, staff, external service providers and contractors.
- Effective sales and enquiry management to support village occupancy rates.
- Communication, rapport building and relationship management with: Retirement Village Operations Manager, residents, prospective residents, BHC staff, external service providers and contractors, community groups and other key people/groups.
- Administrative & financial responsibilities managed accurately and in a timely manner.
- Problem solving, resourcefulness and use of personal initiative.

Main Responsibilities

Village Administration & Financial Performance

- Be conversant with BHC policies, processes and procedures.
- Prepare management reports.
- Prepare and/or assist in the preparation of Resident newsletters.
- Oversee that expenditure is within the Village Budget.
- Monitoring of Resident Contributions to ensure no debtors.
- Receipting and coding of all Village invoices and forwarding to Retirement Villages Operations Manager or General Manager Assets.
- Ensure payment of operating costs in connection with the ownership and operation of the Village.
- Liaise with BHC's Finance and Assets teams and Residents in the formulation of Village Budgets.
- Proactive communication with the Retirement Village Operations Manager in relation to issues or concerns.
- Maintaining any licences required in relation to the Village.
- Providing, operating and managing use of the community facilities.
- In conjunction with BHC Head Office arranging for administrative, secretarial, accounting and legal services support that may be further necessary for the operation of the Village (liaising with the Retirement Village Operations Manager as necessary).

Resident Satisfaction

- Orientate new residents.
- Communicate with residents to inform them on Village and Management issues.
- Aid in resolving resident and staff complaints.
- Liaise with local community groups to co-ordinate the provision of services and social resources.
- Attend and participate in Resident meetings and Committee meetings as required.

Meetings and Functions

- Attend Village Meetings, Annual General Meeting and all other meetings set by the Residents' Committee as required, and key functions (e.g. Christmas party). This may require some flexibility with regards to work hours.

Compliance

- Ensure the Village is conducted pursuant to relevant legislation, including the *Retirement Villages Act 1999 (Qld)* and *Work Health and Safety Act 2011 (Cth)*.
- Ensure the Village is conducted pursuant to best practice industry standards, including as set out by the industry's *Retirement Living Code of Conduct*.

Village Repairs, Maintenance & Upkeep

- Manage the day-to-day maintenance and preventative maintenance of the Community Facilities (liaising with BHC's Assets team as required).
- Provide support to residents in their management of maintenance repairs and replacement of units/items in their units where it is the residents responsibility.
- Ensure the upkeep of gardens and landscaping, liaising with the relevant BHC Caretaker and/or BHC's Assets team as required.
- Liaise with the appropriate designed point of contact (e.g. BHC's Construction Manager/Assets Manager) on defect management.

- Liaise with BHC's Assets team to arrange servicing and/or repairs of all Village plant and equipment.
- Liaise with the BHC's Assets team in the arrangement of pest control inspections for Community facilities and units, upon request.
- Ensure that a maintenance request register is kept at the Village reception area.
- Oversee maintenance contracts and associated contractors on site.
- Maintain the Preventative Maintenance Register.

Sales & Service

- Provide a professional and high standard of customer service at all times.
- Identify and refer sales opportunities from clients and contacts.
- Co-ordinate the refurbishment of vacated units in a timely manner (liaising with BHC's Assets team as appropriate).
- Ensure the quality of refurbishment.
- Maintain up to date knowledge of development (if applicable), price and options of accommodation within the Village.

Village & Resident Safety & Security

- Management of security and access at the Village.
- Be on call during working hours to respond to emergency calls and telephone and arrange ambulance or doctor if may be required.
- Render immediate first aid as required.
- Maintain an over-arching awareness of residents' wellbeing.
- Maintain the security system, emergency help system and any other safety equipment.
- Ensure the required maintenance of fire-fighting and protection equipment.
- Ensure emergency call system is operational and checked on a programmed basis.
- Ensure fire and safety alarms are maintained on a programmed basis.
- Conduct unit security checks when residents are absent from the Village.
- Maintain emergency, fire and safety procedures and security for the Village.
- Work with BHC's Assets team to ensure appropriate contract administration.
- Conduct risk assessments and monitoring to minimise risk and delivery costs while maximising project outcomes.

Staff and Contractor Management

- Subject to any requisite approval by the Retirement Village Operations Manager, engage staff, external service providers and contractors necessary for the operation of the Village, which may include cleaning, caretaking/gardening and security personnel.
- Liaise with Retirement Village Operations Manager / BHC's Assets team on delivery of services including addressing any increase in requirements or failures to perform as expected.
- Supervise staff, external service providers and contractors when on site.
- Maintain a clean and safe work environment.
- Undertake orientation and inductions of any new staff, and external service providers and contractors as appropriate.

Knowledge and Understanding of the Industry

- Build and maintain a sound knowledge of the industry.

Other – General

- Undertake further tasks/projects as may be reasonably required and communicated from time to time.
- Operate in line with BHC’s Code of Conduct, policies and practices including as amended from time to time.
- Behave in a manner that contributes to a workplace that is free of discrimination, bullying and harassment at all times.
- Follow reasonable direction given by the Company in relation to Occupational Health & Safety and particulate in training as required.
- Represent BHC in a professional and capable manner at external functions/forums.

<i>Position occupant</i>	<i>I have reviewed and confirm my understanding of this Position Description and the duties involved.</i>	<i>Signature</i>
		<i>Date</i>
<i>Name of Supervisor</i>	<i>This position description has been discussed with the occupant.</i>	<i>Signature</i>
		<i>Date</i>

BHC Position Description
 Job Title: Village Manager - Retirement
 Approved by: Chief Executive Officer

Last updated: September 2019