

POSITION DESCRIPTION

Position Title:	General Manager – Assets
Responsible to:	Chief Operations Officer
Direct Reports:	Senior Facilities Manager, Facilities Manager, Facilities Coordinators (x3), Senior Projects Coordinator, Administration Officer - Assets

Position Purpose

The General Manager – Assets (GMA) is responsible for strategically managing the asset portfolio of Brisbane Housing Company (BHC) to optimise its value, sustainability, amenity, and economic performance. The GMA leads the Asset Management Team and oversees the stewardship of properties that are owned by the company.

The role works collaboratively with the General Manager – Operations, the Development team, other BHC staff, and external contractors to provide BHC tenants with safe and high-quality dwellings whilst ensuring the properties are maintained in accordance with the requirements of *Residential Tenancies and Rooming Accommodation Act (2008)*.

To support continuous improvement and business efficiency, the GMA is also responsible for driving the development and delivery of targeted innovation strategies within the business areas that the position oversees, providing expert advice on Strategic Asset Management to the COO and Board.

As a senior manager, the GMA will be expected to act as a role model for BHC's values, and provide visible and high-quality leadership to the Asset Management team.

Company Context

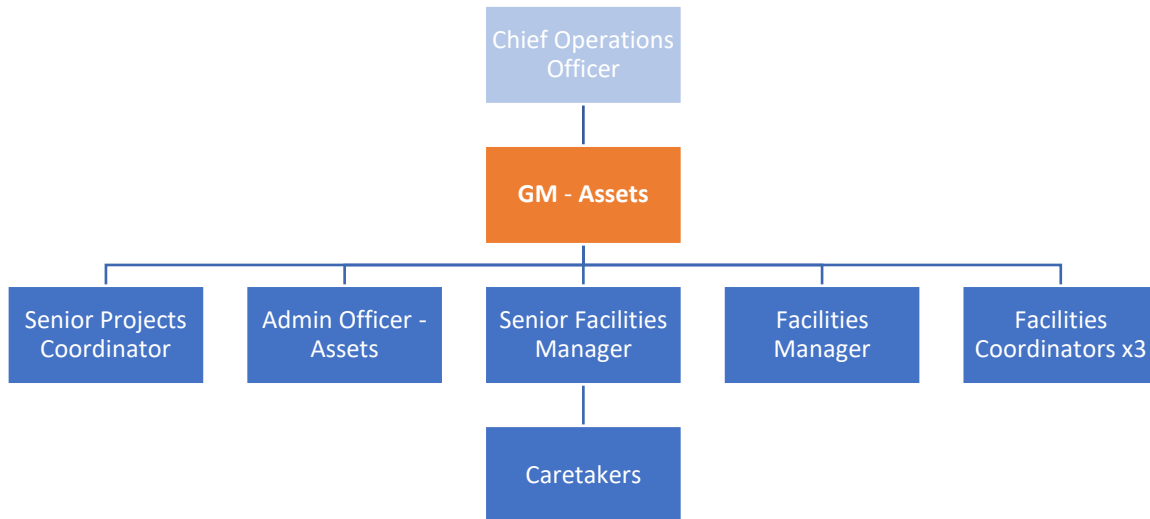
Brisbane Housing Company (BHC) is an independent, not-for-profit developer, owner and manager of affordable and community housing. Since incorporation in 2002, BHC has a well-earned reputation as a solid and reliable organisation, built through effective working relationships and a personalised approach to customer service.

BHC's Vision is, "Creating homes, empowering lives, enabling transformation" and Mission, "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 the quality and liveability of our award-winning developments, aiming to provide excellence in both the development of each project and the tenancy management of the affordable rental properties.

Organisational Chart



Key Result Areas

- Ensuring BHC has a well maintained, safe, compliant, fit for purpose and sustainable property portfolio.
- Supporting and driving a high performing Asset Management team.
- Effectively working with other business units and colleagues to support the achievement of the Strategic Plan.
- Efficient maintenance of the portfolio through strategic and quality contractor management, systems and processes, including in WHS.

Main Responsibilities

- Provide strategic and operational leadership for the office and site-based Asset Management team, creating an environment that promotes high performance, collaboration, staff development, including staff reviews and appraisals.
- Direct the work of Asset Management team within established goals and performance targets.
- Contribute to and support the development of strategic directions for the organisation and the development of innovative and integrated policies and planning processes.
- Develop and maintain the annual planned works program and 20-year Property Asset Capital Plans (CAPEX).
- Steward a high-quality, fit for purpose portfolio that meets the needs of our residents.
- Ensure that appropriate systems are in place to ensure all maintenance is undertaken efficiently and effectively and according to policy & procedures and within budget.

- Establish continuous improvement practice across asset functions in terms of systems, processes, procedures and practices and lead and/or implement any related change management initiatives.
- Ensure asset projects, including appropriate risk management plans are developed.
- Handle procurement processes for service contracts and manage contractor performance and review on a regular basis.
- Develop and maintain professional and ethical relationships with contractors, BHC staff, and other asset related stakeholders.
- Ensure, to the extent reasonably practicable, the safety of staff, residents and contractors through involvement in the development of safe work practices and policies and leading a culture of safety.

Leadership

- Lead all business areas overseen by the GMA role by example and promote BHC's vision and mission in a manner that is widely supported, consistently applied and effectively implemented.
- Foster cooperation, respect, employee confidence and teamwork.
- Foster a team culture that promotes integrity and ethical practices, as well as fulfilling a social responsibility.
- Contribute to maintaining a positive work climate that aligns to Company values.

People Development

- Coach, mentor and assist in the professional development of all direct reports to the GMA role.

Other – General

- Undertake further tasks and responsibilities as may reasonably be required from time to time and as communicated.
- Operate in line with BHC's Code of Conduct, Values, Policies and Procedures 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 and that contributes to demonstrating the company's Values.
- Represent BHC in a professional and capable manner at company events and external functions/training days attended.
- Follow all reasonable direction given by the Company in relation to Workplace Health & Safety, and through actions lead a culture of safe work.
- Participate in training as may be required.
- Comply with local, state and federal laws.

Position occupant

I have reviewed and confirm my understanding of this Position Description and the duties involved.

Signature

Date

Supervisor

This position description has been discussed with the occupant

Signature

Date

BHC Position Description

Job Title: General Manager – Assets
Approved by: Chief Operations Officer

Last updated: June 2022