

POSITION DESCRIPTION

Position Title:	Village Manager (Retirement)
Employer:	Brisbane Housing Company Ltd.
Responsible to:	Senior Manager – Tenancy & Retirement Operations
Direct Reports:	Nil

Position Purpose

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

- Professionally manage the Village (Arbor).
- Ensure Arbor is a safe and secure place for residents.
- Undertake responsibility for overseeing the Village's financial performance, coordinate the 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). 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 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 Senior Manager – Tenancy & Retirement Operations, or other manager as directed.
- Focal point for BHC staff, and external service providers and contractors that are engaged in order to support service delivery and compliance at the Village.
- Liaising and supporting sales agents.
- Working with other team members and supporting BHCs efforts to provide high quality affordable housing for seniors.
- Build strong rapport with Residents' Committee.

Key Result Areas

- Maintaining high 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 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 to deliver positive outcomes for residents and BHC.

Main Responsibilities

Village Administration & Financial Performance

- Comply with and support the update of BHC policies, processes, and procedures.
- Ensure residents are informed about activities and issues in the village.
- Oversee that expenditure is within the Village Budget.
- Monitoring of Resident Contributions to ensure no debtors.
- Management of Village invoices and forwarding to BHC's Accounts department.
- Ensure payment of operating costs in connection with the ownership and operation of the Village.
- Liaise with BHC's Finance team and Residents in the formulation of Village Budgets.
- Proactive communication with the COO in relation to issues or concerns.
- Maintaining any licences and accreditations required in relation to the Village.
- Providing, operating and managing use of the community facilities.
- Supported by BHC Head Office, arranging for administrative, secretarial, accounting and legal services support that may be necessary for the operation of the Village.

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.

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*.
- Liaise with BHC team on compliance activities and policies.

Village Repairs, Maintenance & Upkeep

- Manage the maintenance, repairs and replacement of units/items in, or attached to the units (except where this is a resident's responsibility).
- Manage the day-to-day maintenance and preventative maintenance of the Community Facilities (liaising with BHC's Assets team as required).
- Ensure the upkeep of gardens and landscaping, liaising with the relevant BHC Caretaker and/or BHC's Assets team as required.
- Liaise with BHC's Assets team to arrange servicing and/or repairs of all Village plant and equipment.
- Oversee maintenance contracts.

Sales & Service

- Provide a professional and high standard of customer service at all times.
- Identify and refer sales opportunities from clients and contacts.
- Aid the sales agent in promoting the village to prospective residents and interviewing prospective residents.
- Co-ordinate the refurbishment of vacated units in a timely and quality manner (liaising with BHC's Assets team as appropriate).
- Complete paperwork and inspections as necessary for resident processes.

Village & Resident Safety & Security

- 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.

Staff and Contractor Management

- Within and in accordance with BHC's Authority and Delegations Policy, engage external service providers and contractors necessary for the operation of the Village, which may include cleaning, caretaking/gardening and security personnel.
- 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 as may reasonably be required and communicated from time to time.
- 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.
- Actively engage in a culture of safe work, and follow all direction given by the Company in relation to Workplace Health & Safety.
- Represent BHC in a professional and capable manner at company events and external functions/training days attended.
- Actively participate in meetings, training and requests for feedback.
- Follow all reasonable direction given by the Company in relation to Workplace Health & Safety, and through actions contribute to/lead a culture of safe work.
- Comply with all local, state and federal laws.

Delegation

- This role is designated **Band D** under BHC's Authority and Delegations Policy.

<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> / /