

## POSITION DESCRIPTION

<b>Position Title:</b>	Commercial Manager	SBH-21	Version: 7/03/2021
<b>Area / Service Area:</b>	CFO	Tenancy & Property Services (TAPS)	
<b>Reporting To:</b>	Chief Financial Officer (CFO)		
<b>Position FTE:</b>	1	38 hours per week	
<b>Remuneration:</b>	Remuneration is negotiated based on Qualifications & Experience		
<b>Directly Supervises:</b>	Commercial and IT Support Officer, TAPS Admin Officer, Senior Tenancy Officer, Tenancy Officer, Maintenance Officer and Groundsman		
<b>Indirectly Supervises:</b>	No indirect supervisor responsibilities		
<b>Key Relationships:</b>	List all key Internal and External Relationships		

### Primary Purpose of Position

The Commercial Manager is responsible for directing, planning, and controlling the property maintenance and procurement function for St Bart's. In addition, the role is responsible for the outsourced ICT function. This involves managing staff and resources to ensure the short, medium- and long-term property interests of St Bart's are achieved in order to deliver high quality services, and safe and secure housing for our customers.

Additionally, the Commercial Manager is responsible for developing and implementing planned and responsive maintenance strategies, and the application of continuous improvement processes to ensure compliance with best practice and regulatory requirements.

This position is responsible for the delivery of professional tenancy management and excellence in customer service and oversees a team of Tenancy Officers in managing the organisation's existing long term and transitional tenancies. The Commercial Manager ensures that the property portfolio is managed in accordance with St Bart's policies, statutory and service delivery obligations and will provide specialist advice and guidance to Housing Services team members on complex matters of tenancy management, housing policy and practice, as required.

The Commercial Manager reports to the Chief Finance Officer (CFO) and is part of the Senior Leadership Team. The position works closely with the Finance Business Partner (FBP) in relation to budgeting and reporting and will have strategic input as well as day-to-day responsibility for the operational, financial and risk performance of the Commercial team.

### Key Position Accountabilities

1. Support the achievement of the organisation's strategic direction through the effective management and leadership of the Commercial team in a supportive, safe, and collaborative environment.
2. Align activities to the Strategic Asset Management Plan incorporating best practice approaches to maintain properties to standard cost effectively
3. Ensure all Commercial team members and other stakeholders have a clear understanding of the Plan for alignment of activities and expenditure
4. Lead the preparation of the asset management operational plans, lifecycle maintenance planning, related financial budgets, cash flows and forecasts
5. Achieve high tenant satisfaction outcomes whilst operating within financial parameters
6. Ensure all properties meet legislative and regulatory compliance requirements (including WHS responsibilities as prescribed by legislative bodies and Community Housing Regulatory Framework).
7. Manage day to day operations of internal maintenance programs
8. Produce detailed analysis, evaluation and reporting of program performance
9. Lead the scheduling of Property Condition Assessments
10. Undertake initiatives and projects aligned to Maintenance and Asset Management
11. Manage the contractor procurement process - undertake negotiations for service agreements and engage successful contractors

12. Review Preferred Supplier Agreements yearly and ensure Tender applications of suppliers/contractors are transparent and meets projected budget for the department.
13. Oversee the implementation of the 10-year asset maintenance plan
14. Support the organisation to meet its financial goals and targets by developing the Commercial team budget and monitoring and reporting on adherence and embedding value for money practices throughout the team.
15. Prepare annual Tenancy and Property Services budget in consultation with the FBP
16. Ensure that property maintenance expenditure is managed by reference to approved budgets and delegations
17. Prepare regular review reports and monitor practices to ensure value for money.
18. Contribute to the continuous improvement of the organisation by sharing ideas, with relevant stakeholders.
19. Network to build relationships with external contacts to leverage opportunities for the organisation and act as an ambassador for the organisation at all times promoting its role in the community.
20. Remain up-to-date and current with all new legislative requirements communicated to all relevant staff in a formal manner.
21. Ensure personal health and safety at work and that of others complying with all Occupational Health and Safety requirements and as directed by St Barts.
22. Participate in the St Barts Immunisation Program in line with specific position requirements, including any applicable pre-employment and/or ongoing immunisation as determined by St Barts.
23. Understand, comply with, and adhere to all St Barts policies, procedures, and work practices, and complete all necessary OneVault requirements within set timeframes.
24. Understand, comply with, and adhere to the St Barts Code of Conduct.
25. Participate in, and contribute to, all St Barts Quality Improvement and Risk Management programs, to encourage and promote organisational performance and deliver better consumer outcomes.
26. Participate in and provide support in all accreditation, compliance and national standards activities as directed.
27. Participate in essential and/or mandatory training annually as required and directed.
28. Have collaborative working relationships with the team and internal customers, and actively contribute to all team meetings and effectiveness of the team function.
29. Other duties and accountabilities as directed by the Chief Financial Officer (CFO), and/or the Chief Executive Officer (CEO).

## Key Performance Indicators (KPI's)

To be advised.

## St Barts Values

St Bart's aims to foster a culture that embraces our values, and which reflect what we believe will deliver the best outcomes for our clients and services delivered.

The St Bart's Values form the basis of all employee behaviour. All employees of St Bart's are expected to demonstrate the Values when carrying out the accountabilities of this position.

<b>Empowerment</b>	We create a community where everyone believes they have the ability to make a difference
<b>Innovation</b>	We foster an environment where creativity thrives
<b>Commitment</b>	We have the courage and determination to make it happen.
<b>Collaboration</b>	We work together to achieve shared goals
<b>Social Justice</b>	We believe everyone has a right to equitable treatment, dignity and compassion

## Workplace Behaviours

St Bart's is committed to ensuring that all employees contribute towards a positive workplace environment. As defined in the Code of Conduct, it is the expectation of St Barts, that all employees demonstrate the conduct as defined in the acceptable behaviours below, when carrying out the accountabilities of the position.

<b>Respectful</b>	Using respectful, supportive, and encouraging language in all interactions, no matter the subject of the conversation
<b>Politeness</b>	Questioning a peer's position on an issue politely rather than asserting your position is the right one, listening to your peer's position with an open mind
<b>Constructive Feedback</b>	Giving peers direct, non-personal and constructive feedback as opposed to criticism
<b>Express Appreciation</b>	Expressing appreciation when a peer does something correctly and in a timely manner
<b>Decision Making</b>	Respecting each other as adults and trusting other Staff member's decision-making abilities
<b>Conflict</b>	Approaching conflict with maturity and true desire for resolution, rather than as a fight or opportunity to belittle a co-worker
<b>Positive attitude</b>	Maintaining a positive attitude, even when you are having a bad day.

## Position Key Selection Criteria

### Qualifications, Licences & Legislative Compliance

1. Tertiary and/or bachelor's degree qualification in Business and/or Community Services and/or Social Housing or a similar discipline.
2. Current satisfactory *National Police Clearance* obtained within the last three (3) months.
3. Current *Australian Passport* or current valid *Working Visa* permitting all necessary requirements to legally work in Australia.
4. Current valid *First Aid Certificate*.
5. Current *WA "C" Class Drivers Licence* (for photo identification purposes and/or if required for position duty purposes)

### Knowledge, Skills & Experience

1. At least five (5) years demonstrated work experience in managing a diverse property portfolio and maintenance/service team.
2. Sound financial management capability including demonstrated ability to develop, implement, analyse, and manage a budget for a planned works program for large residential portfolios.
3. The ability to lead, motivate, mentor, train and manage a team, including the development of performance plans.
4. Minimum of tertiary degree in Business or Community Services or relevant professional qualification in Social Housing or equivalent competency
5. Sound knowledge of tenancy and disability legislation and regulatory frameworks as it relates to housing management activities including Residential Tenancies Act and National Community Housing Standards.
6. Superior interpersonal skills with the ability to deliver communication clearly and effectively to a wide range of people.
7. Sensitivity to and understanding of issues affecting socially disadvantaged groups including homeless people, people with disability and people from culturally or linguistically diverse backgrounds.
8. Recent experience of or understanding of the current issues facing social housing provider organisations, particularly relating to social and affordable housing, sustaining tenancies, and community development.
9. Experienced and adaptable change management skills (cultural & operational)
10. Very good organisational and multi-tasking abilities.

# St Bart's

11. A self-starter, proactive with a can-do attitude and flexible approach to their role
12. Able to take direction and work autonomously when required.
13. Preparedness at times to work outside normal business hours, including weekends
14. Understanding of community sector polices and services.

## POSITION DESCRIPTION ACKNOWLEDGEMENT & AGREEMENT

By signing this document, I acknowledge that:

- I have read and understood the conduct, accountabilities and key performance indicators described in this position description and agree to carry out the duties and accountabilities as required.
- I also understand that at times I may be required to undertake other duties relevant to the position that are not listed in this document.
- I acknowledge, that St Bart's as my employer has the right to alter this position description from time to time in accordance with operational and organisational requirements.

**Employee Name**

*(print full name):*

**Signature:**

**Date:**

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**We're by  
your side.**

