



Amélie Housing

Building hope through housing

Amélie Housing

ABN: 38 103 181 700

1800 950 575

Asset Coordinator Position Description

Position Title	Asset Coordinator
Reports To	Asset Manager NSW
Direct Reports	Nil
Location	Wentworthville, NSW

**Primary
Position
Objective**

The Asset Coordinator is responsible for:

- End to End delivery of repairs and maintenance for Responsive, Planned and Cyclical Programs
- Contracts Administration in accordance with Supplier agreements
- Reporting on asset & maintenance compliance programs
- Implementation of Quality Inspections & Auditing
- Respond to tenant enquiries & complaints.
- Processing alterations & modifications requests
- Support Asset Manager to deliver Strategic Outcomes
- Ad hoc Projects as required.

Amélie Housing Overview

Amélie Housing is a Registered Community Housing Company that aims to build more socially inclusive neighborhoods by providing appropriate, secure, and affordable housing to those who are homeless or disadvantaged including those reliant on low and moderate incomes or have a disability and struggling to find a home in Australia's challenging private rental market. Amélie Housing owns, manages, and leases over 1,600 dwellings in NSW (1255), SA (315) and ACT (90).

Duties and Responsibilities:

The Asset Coordinator is responsible for:

- Engaging with preferred suppliers to ensure Asset Performance measurables are on time, on budget delivering Value for Money.
- Consult with contractors' onsite inspections, scope of works, work orders & assisting with access issues.
- Managing Responsive, Vacancies, Planned and Cyclical Programs to ensure quality and compliance in line with internal and external regulatory requirements i.e., Building Essential Services, Smoke Alarm Servicing, Pest Control, Lawn Grounds & Cleaning Maintenance and RCD testing.
- Weekly and monthly reporting on open and closed work orders, complaint escalations, and active projects.
- Assist housing staff on a referral basis as internal stakeholders to provide technical expertise.
- Assist tenants directly as clients with maintenance requests to deliver a client focused maintenance service.

- Attend meetings upon request both internal stakeholders and with external suppliers.
- Conduct Audit Inspections, Quality Inspections, and phone audits in line with Quality Management Systems and Audit Regime.
- Update management systems and programs to ensure operational efficiency and best practice.
- Participate in business improvement initiatives to support the Asset team to deliver Strategic Outcomes.
- Manage Out-of-Hour's emergency and maintenance contractors.

Essential Criteria

- Current NSW driving license.
- Experience working with Housing NSW Schedule of rates (SOR's)
- Experience in residential property maintenance
- Experience in collaborating with teams & dealing with contractors.
- Ability to draft reports, manage data & communicate clearly.
- Experience collaborating with people of all ages, cultures and social backgrounds.
- Ability to identify, investigate and form proposed solutions to complex problems.
- Demonstrated understanding of maintenance criteria and associated responsibilities
- Experience in using Microsoft Office

Desirable Skills

- Experience within the Community Housing sector
- Real Estate experience
- Knowledge of the Residential Tenancies Act
- Knowledge of the National Construction Code

Personal Attributes

- Practice appropriate discretion and maintain confidentiality in dealing with sensitive and confidential information.
- Commitment to personal development.
- Take responsibility for and demonstrate justifiable reasons for actions and decisions.
- Make decisions within area of responsibility, evaluating all available information and in line with organisational policy and values.
- Role model for performing work of a high standard and accepts responsibility for own actions.