

# Westside Housing Company Ltd

## Position Description – Development Manager

1. Position Details			
Position title	Development Manager	Salary	As per Contract
Location	West Hindmarsh (or other sites as required)	Employment Type	Full-Time Permanent with a 6-month probationary period
Reports to	Chief Executive Officer	Benefits	Birthday Day Off Superannuation and PBI Salary Packaging
Direct reports	Asset & Maintenance Co-ordinator	Team	Development & Assets
		Date Approved	10/09/2020
2. Values and purpose			
<b>Sustaining communities and connecting people</b>		<b>Connections</b>	We all need to belong
		<b>Innovation</b>	We are forward thinking
		<b>Excellence</b>	We make a difference
<b>Organisational Overview</b>	<p>The vision of Westside Housing is a community that is appropriately housed and socially connected. We are a values-based not-for-profit and all team members are expected to contribute to the vision.</p> <p>We aim to achieve our vision by building, managing and maintaining homes to provide safe and affordable rental housing. We are innovative in our pursuit of these aims and may pursue a variety of opportunities to support our vision. Today we provide a home for more than 1,000 people.</p> <p>We are passionate about improving people's lives through the foundation of affordable housing. We will continue to increase the number of homes available to people unable to access the private market, to facilitate opportunities for tenants to sustain their tenancies and actively participate in the community.</p>		
<b>Position Purpose &amp; Key Functions</b>	<p>The position works closely with the CEO and the Leadership Team to lead the growth of the property portfolio for our community.</p> <p>The Development Manager has primary responsibility to build the capacity of Westside Housing to;</p> <ul style="list-style-type: none"> <li>• Create and implement a 5-year rolling property plan;</li> <li>• Create and deliver a renewal plan for existing properties as part of the property plan;</li> <li>• Build internal capacity for business development including assessing and responding to opportunities, developing proposals, undertaking feasibility assessments and supporting the progression of financing;</li> <li>• Manage development projects and ensure they are delivered on budget and on time;</li> <li>• Provide supervision and support to the Asset and Maintenance Co-ordinator (AMC).</li> </ul> <p>This role requires adaptability and flexibility to support the diverse and changing range of tasks that may be required. This position description represents the job as it is today, however Westside Housing reserves the right to make changes to the position as required.</p>		

### 3. Primary Responsibilities and Expected Outcomes

Time Spent	Key Responsibilities
<b>Development Projects</b> 75%	<ul style="list-style-type: none"> <li>• Assist Westside Housing to develop and maintain relationships with potential partners and liaise and negotiate with the State Government and/or other external stakeholders in relation to housing development projects, ensuring a constructive and positive relationship is maintained</li> <li>• Identify and provide advice and technical expertise on potential land and property acquisitions</li> <li>• Manage development projects and ensure they are delivered according to the project brief within the approved scope and budget and agreed timeframes</li> <li>• Prepare project briefs, business cases and appoint and manage builders and other services</li> <li>• Develop and implement a rolling development plan incorporating the redevelopment of existing properties to achieve strategic goals</li> <li>• Manage risks and ensure tenants, staff and community members are safe</li> <li>• Document, file and establish project records which will include handover, construction and warrantee documentation</li> <li>• Prepare and lodge project planning and development approvals with the relevant authority</li> <li>• Manage financial performance and feasibility of developments</li> <li>• Engage and manage consultants in relation to property and project development within delegations, as required</li> <li>• Ensure the company complies with the relevant legislation, regulations, building codes or other technical frameworks</li> <li>• Oversee compliance, safety and quality inspections for all newly acquired properties, and manage any defects periods and inspections required in collaboration with the AMC</li> <li>• Promote an environmentally conscious culture within the organisation and contribute to the development and achievement of our environmental improvement plan</li> <li>• Other duties as required</li> </ul>
<b>Asset Management</b> 5%	<ul style="list-style-type: none"> <li>• Oversee the development of the Asset Management Strategy and planned maintenance schedule as required with the AMC</li> <li>• Other duties as required</li> </ul>
<b>Maintenance Services</b> 5%	<ul style="list-style-type: none"> <li>• Provide support to the AMC in the delivery of a safe, high quality maintenance service</li> <li>• Other duties as required</li> </ul>
<b>Compliance</b> 5%	<ul style="list-style-type: none"> <li>• Manage and monitor property related contracts and contracted services and ensure that contracts reflect contractual, funding, and regulatory requirements as well as Westside Housing's values</li> <li>• Undertake system implementation and maintenance including setting up and monitoring new systems to support new or changed activities and projects</li> <li>• Support the CEO to develop, implement and monitor a risk management plan relevant to the area of work</li> <li>• Ensure that benchmarks set by funding agencies and internal KPI's are met</li> <li>• Develop, implement and monitor performance measures and KPIs for designated staff in consultation with the CEO</li> <li>• Other duties as required</li> </ul>

<p><b>Communication and Values</b> 5%</p>	<ul style="list-style-type: none"> <li>• Model exemplary behaviour and provide support to staff to work in line with the Values and Code of Conduct</li> <li>• Work ethically, professionally and aligned to Westside Housing's constitution and strategic directions and various strategic and operational plans</li> <li>• Implement effective communication strategies to support a positive work environment and a collaborative approach</li> <li>• Ensure that all written communication is professional, appropriate and timely and reflects the Mission and Values of Westside Housing</li> <li>• Prepare business cases, project updates, briefing papers, staff newsletter articles, marketing collateral and written reports, as may be required</li> <li>• Develop positive and sustainable relationships with external stakeholders</li> <li>• Inform CEO about any performance and grievance issues in a proactive manner</li> <li>• Promote an environmentally conscious culture within the organisation and contribute to the development and achievement of our environmental improvement plan</li> <li>• Ensure all documentation is aligned to the Westside Housing brand</li> <li>• Other duties as required.</li> </ul>
<p><b>Quality Assurance</b> 2.5%</p>	<ul style="list-style-type: none"> <li>• Support Westside Housing's ongoing compliance with the Residential Tenancies Act, Community Housing National Regulatory Framework, National Community Housing Standards, quality assurance framework and funder requirements</li> <li>• Contribute to Westside Housing's capacity to be positioned for growth to meet community needs and to thrive in a rapidly changing environment including ensuring that its infrastructure and other systems have the capacity to absorb growth whilst continuing to deliver an excellent service</li> <li>• Manage and work collaboratively and proactively to ensure ongoing registration under the NRSCH and accreditation under the chosen quality assurance framework relevant to the area of work</li> <li>• Ensure that you keep up to date with changes in your area of work and understand best practice to incorporate into work practices</li> <li>• Model and implement a continuous improvement methodology to the team</li> <li>• Always protect and maintain customer confidentiality and adhere to the legislative privacy principles</li> <li>• Work proactively to improve work practices, forms and other documents to improve efficiency, transparency, and other customer and organisational outcomes</li> <li>• Other duties as required.</li> </ul>
<p><b>Work Health &amp; Safety and Risks</b> 2.5%</p>	<ul style="list-style-type: none"> <li>• Take a proactive role in identifying, assessing and controlling or eliminating hazards which may impact on a safe work environment</li> <li>• Ensure that work health and safety requirements are actively promoted and complied with and staff and contractors are consulted on matters of safety</li> <li>• Manage incidents and implement improvements to work practices and systems</li> <li>• Ensure that the development, implementation and monitoring of safe work practices are incorporated into all activities and contracts and are regularly audited, documented and improved.</li> <li>• Use personal protective equipment as identified for individual tasks and ensure they are used by others</li> <li>• Take immediate action on any identified hazards, incidents or safety matters</li> <li>• Report any incidents or injuries immediately</li> <li>• Other duties as required</li> </ul>

#### 4. Key Performance Indicators

The following areas will be monitored and assessed throughout the year including during Westside Housing's annual Planning and Development process to monitor performance in accordance with the requirements of this Position Description, the employment contract and strategic priorities of Westside Housing:

- Strategic Development Plan developed and implemented
- The redevelopment of existing properties included in above
- The expected number of projects occur are successfully delivered within budget and on time
- The Community Housing Maintenance and Accommodation Standards, Building Code and other regulatory or design requirements are met
- A reported positive contribution to workplace culture and positive relationships internally and externally
- High level of tenant satisfaction with properties
- Board and other reports are professional and on time

Other Specific Performance Measures (KPIs) will be identified in conjunction with your Manager for this role to ensure that outcomes detailed in the above Key Responsibilities are properly measured in determining the level of performance.

#### Person specification

	Description
<b>Experience Essential</b>	<ul style="list-style-type: none"> <li>• Significant and demonstrated experience successfully managing multiple residential building projects</li> <li>• Demonstrated experience creating a development pipeline including creating project opportunities as well as planning applications, feasibility analysis, builder procurement and contract management</li> <li>• Demonstrated experience negotiating with government and understanding policy and statutory requirements for residential construction</li> </ul>
<b>Experience Desirable</b>	<ul style="list-style-type: none"> <li>• Developing policies, processes and other tools to support business development</li> <li>• Working in residential construction in social housing, aged care or other not-for-profit environment</li> </ul>
<b>Competencies and Skills</b>	<ul style="list-style-type: none"> <li>• Proven ability in managing stakeholders, building relationships, influencing and negotiating</li> <li>• The capacity to work autonomously and collaboratively and perform a wide variety of tasks from concept to practical completion</li> <li>• Solid understanding of tendering processes and contract management</li> <li>• Demonstrated financial management capability including budget management</li> <li>• Demonstrated capability to create and implement a development pipeline</li> <li>• High degree of professionalism, integrity and ethical behaviour</li> <li>• Proven experience in residential project management</li> <li>• Excellent verbal and written communication skills, with a demonstrated ability to prepare a wide range of correspondence, reports and presentations accurately and to a professional standard</li> <li>• Ability to exercise independent judgement within delegated authority</li> <li>• Demonstrated ability to identify and analyse basic problems, including proof reading of documents and reports and determining acceptable solutions independently</li> <li>• Effectively manage ambiguity and remain calm under pressure</li> </ul>
<b>Education/Qualifications</b>	<ul style="list-style-type: none"> <li>• Relevant tertiary qualifications in Construction Management, Property Development, Project Management, Business Management or a related discipline</li> </ul>

## Standard Job Requirements

We take our responsibility to the community seriously and protecting children, young people and vulnerable adults. All applicants need to undergo a comprehensive checking mechanism including but not limited to qualifications checks, referee checks, identity (including 100 points) checks, licence and qualifications verification. Child safe and/or vulnerable persons and criminal checks are required prior to employment which may change from time to time and are required on an ongoing basis.

**Workplace health and safety (WHS)** - Staff always have an obligation to work safely and not endanger their own well-being or the well-being of others. This includes other staff as well as members of the public. Westside Housing staff must adhere to organisational policies, procedures and safe work practices always. Furthermore, all staff are obligated to report any hazardous circumstances or potentially hazardous circumstances as soon as they become aware of them and comply with all reasonable instructions regarding WHS matters.

**Culture, Values and Continuous Improvement** – All staff are expected to adopt new ideas and work practices, assist others to adapt to change and to share knowledge and experience with others. They are expected to work within the Code of Conduct and Values, Vision and Mission and Strategic and Business Plans. Behaviour will be positive and proactive and in accordance with established organisational processes, procedures and policies.

All staff are expected to comply with Westside Housing equal opportunity, affirmative action and diversity initiatives and principles.

All staff are expected to keep up to date with policy and procedural change to ensure the efficient and effective delivery of their role.

### All staff will;

1. Adhere to the legislative requirements of their role, including but not limited to the CHP Act (SA), Work Health & Safety Act, Residential Tenancies Act, Workers Rehabilitation & Compensation Act, Equal Opportunity Act and Anti-Discrimination Act
2. Be physically and mentally capable and present in a fit state to conduct their duties
3. Actively participate in training, planning and development reviews, performance development or performance improvement and team meetings, as required

## 5. Signature

I accept, understand and agree to the requirements of this position and will carry them out to the best of my ability.

**Note:** This position description is aimed at describing the core output that should be achieved in this role. It is not intended to include specific tasks, temporary activities or projects. This approach in writing overall purpose and accountabilities supports focus on key outputs and flexibility in a changing context.

Name:

Date:

Signature:

Chief Executive Officer

Julie Blake

Date:

10/09/2020

Signature:

