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| Position | Description |
| **Position Title:** | Community Manager |
| **Synod Service Area:** | Chapel Gardens Retirement Village |
| **Position Status:** | Individual Contractor |
| **Location:** | 36 Primrose St, Sherwood 4075 |
| **Classification/Salary:** | $35/hour - 6 hours per week (average)  plus Superannuation (11%) |
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**The Organisation:**

The Uniting Church in Australia (the Church) is the third largest Christian denomination in Australia. In Queensland, the Uniting Church has around 250 congregations and has a number of schools, colleges and community services (such as UnitingCare Queensland and Wesley Mission Queensland).

The Uniting Church in Australia, Queensland Synod is engaged in a revitalisation journey called [*Together on the*](http://ucaqld.com.au/about-us/about-the-uniting-church-in-queensland/together-on-the-way-enriching-community/)[*way, enriching community*](http://ucaqld.com.au/about-us/about-the-uniting-church-in-queensland/together-on-the-way-enriching-community/)*.* In response to God’s Call at this time, the Uniting Church in Queensland is committed to: Uniting in Christ; acting with love, living with hope, witnessing in faith, and working for justice. For each phase of this journey, Synod-wide Priority Directions will be identified.

# Position Purpose:

The purpose of this role is to manage the property and the residents needs in an independent living retirement village.

# Key Responsibilities:

1. Day-to-day property management
2. Communication with the committee in the form of a report and attendance to the bi-monthly meeting.
3. Managing the committee letterbox weekly.
4. Communication with residents and their families
5. Contract management and liaising with the solicitor.
6. Liaising with Contactors to complete work around the village.
7. Renovation planning and management of units as required under the guidance of the committee.
8. Liaising with potential residents, providing information in relation to the village and current vacancies.
9. Model the values of the Uniting Church in Australia, Queensland Synod in day-to-day work, including in interactions with residents and their families, potential residents and stakeholders.
10. Identify and develop strategies to provide internal and external management of the village, including identifying improvements to policy, process and the work environment.
11. Work within the policies and procedures of the Uniting Church in Australia, Queensland Synod and the provisions of the Workplace Health and Safety and other relevant legislation, including reporting hazards/incidents.
12. Undertake other duties as and when directed within the scope of the role and the capabilities of the incumbent.

**Key Accountabilities:**

1. Ensure compliance with policy and procedures by self and direct reports, including investigation of all incidents/hazards.
2. Manage and track village maintenance issues as they arise, responding in an appropriate timeframe and manner
3. Manage budget expectations provided by the committee and seek approval for purchases and projects when required.

# Reporting Relationships and Delegations:

Key internal relationships:

* + Chapel Gardens Management Committee
  + Sherwood Uniting Church Council
  + QLD SYNOD Property Committee

Key external relationships:

* + Regulatory Services – Department of Housing

# Selection Criteria:

1. Qualifications:
   1. No specific qualifications required
2. Experience and Skills:
   1. Demonstrated management experience in a similar role within retirement living, business, hospitality, finance, property management or health sector.
   2. Demonstrated ability to work with legislation. A sound understanding of the Retirement Village Act would be highly regarded
   3. Proven customer-centric philosophy combined with an ability to “get things done”.
   4. Sales experience in property or other Business to Customer environment with an ability to build strong client relationships
   5. Budgeting and reporting experience
   6. Service: personable with a commitment to building strong relationships with residents, their families and key stakeholders across the Church and its agencies, boards and committees of the Synod
   7. Responsibility: demonstrated attention to detail, timeliness, analytical and focused on outcomes
   8. Respect: demonstrated ability to clearly communicate orally and in writing with others and manage competing views
   9. Integrity: demonstrated ability to act with impartiality and honesty
   10. Commitment to working within the purpose and values of the Uniting Church in Australia, Queensland Synod and adhering to the policies, organisational requirements and processes.

# Additional Requirement:

* National Criminal History Check to be provided and assessed every 3 years. Presentation of a current National Criminal History Check must be made before appointment to the position can be confirmed.
* The successful applicant must be eligible to legally work in Australia and proof of eligibility may be requested.
* The ability to work flexible hours according to the requirements of the job. Including availability to take after hours call s in emergency situations.

# Authorised by:

Signature

Andrew Lose

Sherwood Uniting Church Council Chairperson Date: