

Job Description

Position Identification

Title:	Property Services Manager	Department:	Property Services
Reporting to:	General Manager - Commercial/Development	Date updated:	September 2026

Purpose of Position

The Property Services Manager is responsible for ensuring that Foundation Housing Ltd's (FHL) portfolio of housing and property assets are maintained to a high standard and meet all legislative and compliance obligations. This role provides leadership across the property services team and oversees all departmental planning, service delivery, asset management and continuous improvement to support FHL's strategic and business objectives.

Key Working Relationships

Internal: Operations Team Community Services Team Finance Team Corporate Services Team	External: Tenants/Residents Department of Communities Local Authorities Strata Companies Contractors Support Agencies Other Community Housing Providers
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Accountabilities and Responsibilities

- Prepare and manage the annual budget process, monitor and manage the expenditure during the year within those budgets:
 - Maintenance Budget
 - Service Contractors Budget
 - Lease and Strata Fee Budget
 - Office Maintenance Budget
- Coding and approval of contractor invoices.
- Management and application of tenant liability charges.
- Reviewing and responding to complaints and appeals.
- Managing and facilitating handover and hand-back of assets between FHL and Department of Communities.
- Overseeing insurance works, as required.
- Ensuring the asset management database is maintained.
- Report against required KPIs monthly and provide other reports as required.

- Proactively improve performance across all areas, setting and maintaining high standards across the team.
- Contractor Management, including the engagement and induction of new contractors, as well as ensuring ongoing compliance.
- Ensure consistent delivery across the portfolio for staff and contractor management, compliance with building regulations/legislation and WHS management.
- Ensure the portfolio is compliant with all Licensing and Statutory requirements.
- Lead to always deliver excellent customer service.
- Property and site inspections, as required.
- Managing the operational workflow of the team daily, including identifying leave coverage requirements.
- Procurement of lodging supplies including furniture, consumables, appliances.
- Support team to deliver best practice management services in line with legislative requirements and with a customer service driven approach that aligns with FHL's Positive Tenancies Framework objectives.
- Coordination and commissioning of cyclical works.
- Build effective working partnerships, both internally and externally, to add value to the whole business.
- Management of any tender processes for Property Services to ensure best value and compliance for FHL.
- Ensure that customers are our primary focus and respond to complaints and appeals in a positive and customer focused way.
- Participation in cross departmental collaboration opportunities and representation of Property Services at peer meetings.
- Create, maintain and update policies and procedures.
- Build a culture of continuous improvement.
- Maintain and promote high levels of personal, team and contractor safety and wellbeing.
- Act as emergency maintenance escalation contact (24/7).

Safety Responsibilities

You will act in a manner that is consistent with FHL's duty of care requirements, including but not confined to:

- Take reasonable care to ensure your own safety & not risk others by any act or omission
- Role model the FHL's Health & Safety Policy and Procedures
- Follow all safe work practices and procedures
- Use personal protective equipment as identified for individual tasks
- Take immediate action on any identified hazards
- Report any incidents or injuries to both manager and HR

Organisational Values



SOLUTIONS FOCUSED

We work together to find solutions that benefit our people and customers.



CARING

We care for others and display empathy, fairness and respect.



HONEST

We act with integrity and own our decisions.

Work Related Requirements/Selection Criteria

Essential Criteria

- Demonstrated ability to lead, manage and mentor in a supportive and outcomes focused environment.
- Commitment to developing and managing a collaborative team.
- Ability to interpret and understand management accounts
- Strong organisation, prioritisation and time management skills.
- Experience in conflict resolution and ability to manage difficult situations with a variety of stakeholders.
- Exceptional interpersonal skills and customer service orientation.
- Strong knowledge of building maintenance matters.
- Understanding of the Building Code of Australia and Occupational Health and Safety legislation.
- Strong knowledge of strata and leased property contracts.
- Strong IT knowledge, including Microsoft office and database administration.
- Demonstrated ability to manage tradespeople and /or contractors to ensure client requirements are met

Desirable Skills

- Building trade skills and/or Property Management experience
- Relevant qualifications and or trade experience in the building construction industry

Work Related Requirements

- Current National Police Clearance
- Current WA Drivers License

Position Dimensions

Number of staff directly reporting to position	6
Number of staff indirectly reporting to position	4

Work Locations

Leederville and other FHL offices as required.

This role will also be required to travel outside of the office locations as required to deliver the scope of the role.