



Strata Workforce Competency Framework

*Raise the
bar to achieve
excellence*



About the Strata Workforce Competency Framework

Strata Workforce Competency Framework (SWCF) links the skills and characteristics of the workforce to the objectives of the organisation.

Each position description has been analysed and documented by Strata Community Association (SCA) to ensure that the necessary characteristics and skills are performed by each role for business success.

The framework was developed by consulting with strata community managers, staff, and subject matter experts to clearly define the characteristics and skill requirements of each role.

lead

support

represent



SCA Benefits

The benefits of utilising this Strata Workforce Competency Framework:

- » Ensure that your staff demonstrate the necessary skills and experience.
- » Identify gaps in performance in skills and competencies.
- » Provide customised training and professional development.
- » Utilise the framework for successful recruitment and selection of staff.
- » Linking organisational goals with individual goals.
- » Provide your staff and newcomers to the industry, a defined career path.

Using this Framework

Strata Community Managers and support staff require specific skills, qualifications, and experience to be successful in their positions. SCA is committed in developing professional skills and qualifications and our training will assist in developing teams and future leaders in the Strata Industry. The training will consist of the following: A100 Training, CPD Training, Education Seminars/Webinars, Certificate IV in Strata Community Management, and Conferences.

The framework offers a clear career path for individuals who are in the industry, as well as for those who are considering career opportunities in the Strata Industry.

Define and develop workforce quality and standards to enhance your practice and raise the bar to achieve excellence in client service.

The Roles within the Strata Community Management Company

Based on the size of the company, the team may vary and can consist of Senior Strata Community Managers, Strata Community Managers, Strata Community Managers, Assistant to Strata Community Managers, and Administrative Support staff. These roles may be distinct in their responsibilities; however, there may also be some overlap and multi-tasking is commonplace.

The following role levels explain the various career opportunities for staff.



The grouping, description and competencies are explained on the next few pages.

Role Description and Competencies

Assistant to Strata Community Manager

Description:

This role is an entry level position with an emphasis on administrative tasks.

Responsibilities:

Assisting strata community managers in organising meetings, management, and maintenance of property as well as tasks around providing support in property management. Assistants are limited in autonomy and will report to Strata Community Managers or Team Leaders.

Skills:

Communications, interpersonal, ability to work under pressure, time management, customer service.

Training and Certification:

- » A100 training or equivalent
- » Cert. III in Business Administration, or workplace experience, Related CPD
- » 4 Units of Cert IV in Strata Community Management

Length of Experience:

2 years in a Customer Service or Administrative role.

Accreditation Available:

SCA Accredited Strata Community Associate (ASCA).



Strata Community Manager Level 1

Description:

A level 1 Strata Community Manager will manage a scheme of low complexity type.

Scheme type:

Residential, Commercial, Industrial & Retail.

Responsibilities:

Manage and deliver all facets of simple general meeting procedures, knowledge of Statutory and legal requirements, financial management and controls and an understanding of building and property management and procedures; administrative procedures and contracts.

Skills:

Basic project management, professional written and verbal communication, conflict resolution.

Training and Certification:

- » A100 training or equivalent
- » 4 Units of the Certificate IV in Strata Community Management or Equivalent or related CPD

Length of Experience:

1-2 years in Strata Management.

Accreditation Available:

SCA Accredited Strata Community Manager (ASCM).

Strata Community Manager Level 2

Description:

A level 2 Strata Community Manager will manage a scheme size with a medium property complexity.

Scheme type:

Residential, Commercial, Industrial, Retail & Mixed Use.

Responsibilities:

The same as Level One Manager in all areas, more responsibility in managing and delivering all facets of General Meetings, understanding legal compliancy policies and procedures, financial risk and identifying poor performance, budgets, committee consultation, building and property maintenance reporting. Support and management of Level 1 Strata Community Manager.

Skills:

Project management, interpersonal, foundation mediation, negotiation, conflict management, digital, emotional intelligence.

Training and Certification:

- » Certificate IV in Strata Community Management
- » Project Management
- » Foundation Management qualification
- » Related CPD

Continuing Professional Development:

Conferences, Networking forums with Peers.

Length of experience:

2-3 years.

Accreditation Available:

SCA Certified Strata Community Manager (CSCM).

Strata Community Manager Levels 3a & 3b

Description:

A Level 3a and 3b Strata Community Manager will have a scheme portfolio complexity – medium high.

Scheme type:

Residential, Commercial, Industrial, Retail, Mixed Use, Marinas and Retirement villages.

Responsibilities:

Inclusion of level one and two responsibilities. As well as manage the processes of all meetings, advisor to legal and compliance issues, develop financial controls, identify opportunities for building and property management implementation, mentoring and coaching all Strata Community Managers level 1 & 2.

Strata Community Managers 3b have a higher level of autonomy and decision making in all areas.

Skills:

Advanced critical thinking, logical reasoning, resilience, public speaking, presentations, strong mediation and conflict resolution, leadership.

Training and Certification:

- » Certificate IV or Diploma of Strata Community Management
- » Certificate IV or Diploma in Management

Continuing Professional Development:

Conferences, Networking forums with Peers.

Length of Experience:

3-5 years in Strata Management.

Accreditation Available:

SCA Certified Strata Community Manager (CSCM).

Senior Strata Community Manager

Description:

Senior Strata Community Manager will have the most complex scheme management requiring a high level of governance and leadership.

Scheme type:

Residential, Commercial, Industrial, Retail Use, Mixed Use, Marinas, Retirement villages.

Responsibilities:

In this role autonomy is high accompanied with strong accountability. The position oversees all Strata Community Managers and staff and ensures controls in the areas of meetings, Governance and legal conduct, financial management, building and property management, contracts. At this level, ensure continuous improvement and the achievement of all goals.

Skills:

Strong leadership, mentoring and coaching, complex negotiation abilities, conflict priorities, emotional intelligence, Cognitive and analysis.

Training and Certification:

- » Diploma of Strata Community Management or Equivalent
- » Certificate IV or Diploma in Management
- » Related CPD

Continuing Professional Development:

Leadership, Senior Leader Forums, Networking forums with Peers.

Length of experience:

5+ years in Strata Management.

Accreditation Available:

SCA Fellow Strata Community Manager (FSCM).

