

POSITION DESCRIPTION



Department: Shared Services
Position: Tenancy Administrator
Position Level: Community Services Worker classification level 3 (as per Northside's Enterprise Agreement)
Reports to: Executive Director

NORTHSIDE COMMUNITY SERVICE VISION, MISSION AND VALUES

Vision: A community where everyone matters and has the opportunity to fulfil their potential.					
Mission: Provide exceptional early learning that gives the strongest start in life to children, and work with extraordinary people to strengthen their connection and access to home and community.					
Values:	Courage	Integrity	Choice	Innovation	Collaboration

POSITION OBJECTIVE

Under the general supervision of Executive Director, the Tenancy Administrator is responsible for providing administrative support for the tenancies for head leased properties assigned to Northside Community Service (Northside). The responsibilities of the role include data management, correspondence drafting and lease management.

KEY RESPONSIBILITIES AND DUTIES

- In consultation with the Executive Director, liaise with the property and funding providers or agencies, ensuring lease agreements are current.
- Assist in drafting tenancy related policies and procedures.
- Issue clear, appropriate and timely correspondence to tenants regarding the status of their tenancy, rent arrears, inspections, repairs and maintenance and breaches of tenancy agreements.
- Provide administrative support for negotiation of repayment plans regarding arrears with tenants.
- Ensure maintenance and repair requests from tenants are responded to, actioned and completed within set timeframes.
- Liaise with tradespersons and tenants, in relation to repairs and maintenance recording all interactions in the property database/s.
- Maintain accurate and current tenancy records and ensure property keys are current, recorded and duplicated.
- Report on program issues, service outputs, and areas for development on a monthly basis, and contribute to the preparation of reports for management.
- Provide administrative support to Shared Services team.

Reviewed by HR		Review Date	28/06/2022
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- Provide high quality and consistent customer service to all internal and external stakeholders and provide a climate of hospitality and welcome to clients and visitors by presenting a personal image of warmth, service and professionalism.
- Undertake other relevant duties as directed, consistent with the employee's skill, competence and training.
- Use your private motor vehicle to deliver organisational services in accordance with the Policies, as directed by the organisation from time to time.
- Apply and uphold principles of equity and anti-discrimination in the workplace and adhere to organisational and legislative Health, Safety and Environment requirements.

ESSENTIAL SKILLS, KNOWLEDGE AND EXPERIENCE

1. Sound knowledge and / or experience providing high quality tenancy and property management services.
2. Sound understanding of Residential Tenancies Legislation in Australian Capital Territory.
3. Strong customer service skills with the ability to interact with internal and external stakeholders.
4. Clear, effective communication skills – both written and oral.
5. Demonstrated ability to work collaboratively as part of a team to undertake duties.
6. Highly organised, professional, ethical and mature approach to work.
7. Computer administration experience or knowledge, including MS Excel and MS Word.

QUALIFICATIONS AND/OR TRAINING

- Licenced Real Estate Agent or relevant qualifications in tenancy and property management.
- Full and valid driver's licence.
- Full time access to a comprehensively insured car.

PHYSICAL REQUIREMENTS/ WORK ENVIRONMENT

- Prolonged periods of sitting at a desk and working on a computer
- Regular lifting, manual handling tasks
- Driving to clients' locations.
- The position requires use of personal vehicle to deliver Northside services.

GENERAL EMPLOYMENT INFORMATION

Northside Community Service is a child-safe organisation. We actively promote the safety and wellbeing of children and all Northside staff are committed to protecting children from abuse or harm.

Northside Community Service is an Equal Opportunity Employer. We value diversity and are committed to workforce diversity and equal opportunity. We recognise that the provision of supportive, safe and harassment free workplace is essential to high performance and promote flexible work, diversity and safety.

All Northside staff and volunteers are required to:

- Act at all times in accordance with the Code of Conduct and all relevant policies and procedures
- Comply with the work health and safety policy & procedure

- Undertake a national police check prior to commencement and every 3 years thereafter
- Undertake screening for suitability to work with children, youth and vulnerable people
- Comply with the National Principles for Child Safe Organisations, the Reportable Conduct Scheme for the ACT and other relevant legislative requirements

SIGNATURE

Employee signature below indicates the employee's understanding and acceptance of this position description.

Employee Name		Date	
Employee Signature			