

# POSITION DESCRIPTION



<b>Position:</b> Project Officer (Tenancy)
<b>Position Level:</b> Community Services Worker Classification Level 4 (as per Northside's Enterprise Agreement)
<b>Reports to:</b> Executive Director

NORTHSIDE COMMUNITY SERVICE VISION, MISSION AND VALUES					
<b>Vision:</b> A community where everyone matters and has the opportunity to fulfil their potential.					
<b>Mission:</b> 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.					
<b>Values:</b>	Courage	Integrity	Choice	Innovation	Collaboration

## POSITION OBJECTIVE

To provide high-level administrative and operational support for Northside's tenancy functions, maintain up-to-date tenancy records, ensure compliance with relevant regulations, and offer exceptional customer service to all stakeholders.

## KEY RESPONSIBILITIES AND DUTIES

- Offer guidance to Executive Director and Leadership Team regarding Northside's tenancy issues.
- Provide administrative support to Northside's Tenancy functions, which includes:
  - Maintaining current administrative requirements as per National (National Regulatory System for Community Housing NRSCH and Work Safe ACT regulations);
  - Handling operational aspects of tenancy management, like agreement development and rent reviews;
  - Facilitating regular audit and review processes;
  - Creating detailed and timely reports, including maintenance & inspection reports;
  - Assisting with additional administrative tasks as needed.
- Participate in formulating and refining tenancy management policies and procedures.
- Keep tenancy records and property keys up-to-date and accurately documented.
- Assist team members in arranging arrear repayment plans with tenants.
- Ensure prompt response and action on maintenance and repair requests from tenants.
- Coordinate with tradespersons for repairs and maintenance, documenting all interactions as necessary.
- Contribute to reporting on program performance, service delivery, and development opportunities.

Reviewed by HR		Review Date	4/08/2023
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- Provide high-quality customer service to all stakeholders, cultivating a hospitable and professional atmosphere.
- Undertake other duties as directed, consistent with your skills, competence, and training.
- 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. Proven experience in tenancy management or similar role, with a good understanding of relevant regulations and standards such as the National Regulatory System for Community Housing (NRSCH) and Work Safe ACT.
2. Demonstrated proficiency in administrative tasks including creating detailed reports, conducting audits, maintaining accurate records, and effectively managing tenancies.
3. Experience in developing, reviewing, and implementing tenancy management related policies and procedures.
4. Strong negotiation skills, particularly in dealing with financial arrangements such as repayment plans.
5. Proven problem-solving skills, especially in managing and responding to maintenance and repair requests.
6. Exceptional customer service and communication skills with a track record of creating a professional and welcoming environment for stakeholders.
7. Ability to work collaboratively within a team, manage time efficiently, and adapt to changing circumstances in a fast-paced working environment.

## **PHYSICAL REQUIREMENTS/ WORK ENVIRONMENT**

- Driving to clients' locations.
- The position requires use of personal vehicle to deliver Northside services.
- Frequent lifting, manual handling tasks.
- Able to work some evenings, weekends & public holidays.

## **QUALIFICATIONS AND/OR TRAINING**

- Licenced Real Estate Agent or relevant qualifications in tenancy and property management.
- Current First Aid certificate or willingness to obtain.
- Full and valid driver's licence. LR, MR and HR licenses desirable.
- Full-time access to a comprehensively insured car.

## **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			