

## Position Description

<b>Position Title</b>	Administration Support Officer
<b>Department:</b>	Housing
<b>Reports to:</b>	Housing Team Leader

## Purpose of the Position

To provide administration and general support within the Housing Teams to assist Housing Officers in particular and with the Housing Services team and more broadly as appropriate.

## Cultural Alignment

Personal alignment with Housing Choices Australia's values is an important part of working with us.

- We put people first
- We value difference and work together
- We trust and are trusted
- We learn and adapt
- We strive to be better

## Specific Responsibilities

- Preparing sign up documents and lease kits
- Entering data onto One Housing Tenancy and Property Management system and setting up new allocations
- Making up of hard copy tenant files
- Undertake general administrative tasks including bulk mail outs, filing, printing, copying, and binding
- Provide the team with professional administrative support including preparing and processing correspondence and documentation using the range of MS office packages, Excel
- Provide the team with arrears management support
- Other Administrative duties as required

## You are part of something bigger

We are a diverse, dedicated and collaborative group of people who are strongly committed to making a difference in the community. You will play an integral role in helping us achieve our mission and vision. We provide an inclusive, genuinely positive and connected workplace and everyone working at Housing Choices Australia is expected to:

- Live our values everyday
- Work collaboratively to identify opportunities to deliver improved resident outcomes
- Always provide courteous and professional service
- Contribute ideas, energy and effort into achieving our strategic aspirations
- Establish and maintain excellent working relationships across our organisation
- Participate in ongoing learning opportunities including professional guidance, peer learning, formal learning, digital learning, knowledge sharing and feedback on performance

- Comply with all organisational policies and procedures, legislation and agreements, including gender equality and respect and occupational health and safety
- Contribute to the development and review of policies and procedures relevant to the role
- Comply with reasonable reporting and accountability requirements of the organisation

## Key Relationships

- Team members of the Housing team, Property Team, broader Housing Services team and Assets team in Victoria

## Selection Attributes

### Experience

- Previous administrative experience
- Experience in a customer service role
- Database management experience

### Skills

- Intermediate to Advance skills in the use of the Microsoft Office Suite, particularly in Excel
- Excellent verbal and written communication skills
- Strong attention to detail
- Well-developed organisational skills including ability to manage conflicting priorities and high work volumes without affecting quality of service delivery
- Ability to work well in a team and with limited supervision
- An ability to adapt to changing requirements
- Well-developed analytical skills
- Time management and planning
- Ability to manage conflicting priorities and high work volumes without affecting quality of service delivery.

### We would love you to have:

- Experience tenancy administration or similar
- Relevant tertiary qualification in Business Administration or similar

### Other Requirements

- Willingness to undertake screening and employment checks
- Sensitivity to and understanding of issues affecting socially disadvantaged groups including people enduring housing stress, people with disability and people from a non-English speaking background

I acknowledge that this position description outlines the core role requirements and workplace expectations. I understand its intention is to support a focus on key outputs and that flexibility is required in a dynamic, complex and changing environment.

Job Holder \_\_\_\_\_

Date \_\_\_\_\_