

Position Description

Position Title	<i>Property Officer</i>
Department:	<i>Property Team</i>
Reports to:	Property Team Leader

Purpose of the Position

To provide specialist expertise within the Property Maintenance function and more broadly across Housing Choices Australia as appropriate.

The Property Officer is responsible for delivering professional property management services to existing and prospective clients to sustain successful tenancies, improve client outcomes and deliver outstanding customer service.

The role will manage a dedicated portfolio of properties owned by Housing Choices as well as those owned by government and partner organisations based on contractual arrangements.

Cultural Alignment

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

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

Specific Responsibilities

- Actively contribute to creating a high performing and collaborative team
- Develop solutions and deliver outcomes that reflect HCA's values, priorities, policies
- Contribute to the development and implementation of best practice of the Property Maintenance Function SA
- Develop effective internal relationships and collaborations to progress HCA's strategic agenda and outcomes for residents.

Property Service Operations

- Deliver high quality property management services to applicants, tenants and communities in South Australia through responsive, appropriate and respectful customer service.
- Asset manage a portfolio of properties including managing all responsive and planned maintenance and Co-ordinating asset upgrade works.
- Ensure day to day service delivery is conducted in accordance with the HCAs National Housing Service Standards, policies, contracts and all relevant acts, guidelines and industry standard.
- Positively and proactively contribute to the team's performance against key performance indicators and targets, including regulatory performance standards related to asset management and property maintenance as well as internal key performance measures across South Australia.
- Manage a portfolio of property assets across Housing Choices' property in South Australia including all planned maintenance ensuring effective and efficient delivery of services and sound property investment.

- Complete Property Condition Surveys as required in line with HCA policy and procedures.
- Advise the Property Team Leader of divestment of property opportunities due to property condition, yields and any other relevant issue.
- Manage all owners' corporation aspects of the property portfolio, including attending owner's corporation meetings as dependent on major agenda issues.
- Ensure insurance claims on properties are transacted according to HCA Policy.
- Work with the Housing Services Advisors to monitor, review and endorse the urgent responsive and routine maintenance requests issued by Housing Officers.
- Advise the relevant Housing Officer and Housing Services Manager of tenant property abuse, detailing the cost estimate of such property damage and the scope of works to rectify.
- Work collaboratively with the national Property Development & Asset Management Team to deliver asset management programmes.
- Manage all relevant property documents and information, recording required information into relevant reporting tools.
- Co-ordinate a rolling cycle of property condition inspections and review data to develop Asset Maintenance Plans in conjunction with National Asset Manager.

Customer Service

- Deliver outstanding customer service through timely, accurate and clear communication with clients, the adoption of a positive "can do" attitude and constructive responses to clients concerns, queries and requests.
- Work collaboratively to provide efficient and streamlined customer service which is valued and highly regarded by our customers.
- Effectively deal with customer requests, needs and requirements and proactively receive and act on feedback and complaints, escalating complex matters as required.
- Work as a contributing team member and participate in coaching, team activities and training to continuously support best practice in customer service.
- Maintain accurate customer service data, information and records as required.

Stakeholder Relationships

- Build and maintain strong and effective working and business relationships with partners and stakeholders (both internal and external).
- Maintain active communication with all constituents, assessing, listening and acting on feedback.
- Model a strong work ethic and actively build relationship equity with stakeholders to drive loyalty, engagement and satisfaction.

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 and all mandatory reporting obligations to third parties and independent bodies, including but not limited to child abuse reporting and public officer reporting under the Independent

Key Relationships

This role builds and maintains strong and effective working and business relationships with partners and stakeholders (both internal and external).

Internal – Reporting to the Property Team Leader and working closely with the entire Property Team. Collaborating with other teams including Housing Officers to achieve Housing Choices Objectives. Property Development and Asset Management team, Customer Services Team

External - Contractors in all aspects of building trade, Government agencies and approved contractors and suppliers.

Selection Attributes

Knowledge and Qualifications

- Relevant tertiary qualification in business, strategy, management, community housing, property development or equivalent experience
- Capacity to support change and innovation and deliver creative and leading practice solutions
- Sensitivity to and understanding of issues affecting socially disadvantaged groups including homeless people, people with disability and people from a non-English speaking background.

Experience

- Significant experience in a customer service role.
- Experience in managing a sizeable portfolio of properties in the public/community or private sector housing.
- Experience in dealing with complex and challenging property management issues.
- Experience in dealing with complex and challenging customers/clients.
- Experience in the use of the Microsoft Office, Housing Management and/or Customer Relationship Management Systems.
- Experience in managing contractors from all aspects of the building trade.
- Proven experience and successful track record in a comparable role or discipline(s) in the public/community, private housing sector or transferable sector

Skills

- Highly developed written and oral communication skills and relationship management skills.
- Strong interpersonal skills
- Well-developed organisational skills including ability to manage competing priorities.
- Well-developed presentation skills, including ability to represent HCA in range of external forums and with a diverse range of stakeholders (clients, government departments, tribunals/courts, other service providers, etc.)
- Well-developed problem solving and influencing skills including ability to recommend strategies for resolution/service improvement to management
- An ability to adapt to changing environments and requirements including an ability to lead others through the process of change.
- Ability to manage conflicting priorities and high work volumes without affecting quality of service delivery.

Other Requirements

- Willingness to undertake all relevant screening and employment checks as applicable for the position and/or as required by HCA

- 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
- Current driver's license and willingness to travel across HCA sites and interstate as required.
- Given consent for this information to be shared with the South Australian Housing Trust (*South Australia staff specific*)

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 _____