



# **Tenancy Officer**

**Part time - 30.4 hours per week**

**Closing Date: Friday, 26 April 2019**

# Thank you

For your interest in the position of Tenancy Officer with CHC. This selection pack will provide you with all the information you will need to complete your application by the **26 April** deadline.

## Who Are We?

CHC is the largest independent not-for-profit community housing provider in the ACT. CHC is a member of the Real Estate Institute (ACT), and has over twenty years' experience in providing quality affordable housing, having self-funded a direct rental subsidy of over \$25m since inception, including \$3.1m in the last financial year. CHC has a development pipeline of over 200 properties, and provides a home today to 1310 Canberrans in 416 homes owned and rented at below market rates. We deliver homes for the community in various locations across Canberra and are continuously seeking to grow our impact through increasing our volume of affordable rental properties under management.

## Our Vision

Our vision is "safe and secure homes in strong communities" and our mission is to "provide affordable homes, principally for rent, to individuals and families."

## What Will I Be Doing?

CHC is seeking a highly motivated and organised people to provide a high level of customer service through managing a tenancy portfolio of up to 150 tenancies. As a member of a small team you will undertake various tasks required to ensure efficient and effective portfolio management and an outstanding level of service to our tenants.

This portfolio will include servicing tenants accessing housing through the NDIS. An understanding of the NDIS and experience working with clients with special needs would be an advantage.

## CHC Offering

As a Tenancy Officer (CHC 2) you will be covered by the CHC Enterprise Agreement 2017 – 2021 and entitled to an initial salary of \$56,662.00 (\$45,330 pro rated) plus 9.5 % Superannuation per annum.

The Tenancy Officer positions are being offered on a part time basis, 30.4 hours per week. Applicants are invited to include their preference regarding working schedule as part of their application.

CHC offers a people focused, family-friendly workplace dedicated to social awareness and responsibility. Ongoing training where individuals are encouraged to better themselves, their workplace and their community. The following benefits are available to all CHC employees:

- Free parking
- Salary Packaging available providing a reduction in tax payable.
- Health & Wellbeing Program.

**Please note:** *All positions within CHC are subject to probity checks that could include a Police Records Check and/or a Working with Vulnerable People and Working with Children check. You will also be required to undergo and pass a fitness for duty assessment with CHC's registered medical practitioner.*

*It is also a requirement that all CHC staff hold a current Driver's licence.*

## How Do I Apply?

If you think this is the opportunity for you, please submit your application by completing the application cover sheet found in this pack, providing a statement of claims, not exceeding 1000 words and a copy of your resume. The information you provide will assist us to determine whether your skills, knowledge and experience are the right fit for the position, so be accurate, succinct and show a clear connection with the competencies for this role. There is no requirement to address each competency separately.

Completed applications should be forwarded to [careers@chcaustralia.com.au](mailto:careers@chcaustralia.com.au). If you have any questions regarding the selection process please contact Megan Ward on 02 248 7716 or via email at [megan@chcaustralia.com.au](mailto:megan@chcaustralia.com.au). Further information regarding the specifics of the role can be obtained by contacting **Sallyanne Kelly, Tenancy Manager** on 02 6248 7716 or via email at [sallyanne@chcaustralia.com.au](mailto:sallyanne@chcaustralia.com.au).

**Applications Close: 5 pm Friday, 26 April 2019**

## Application Cover Sheet

<b>Position Applied for: Tenancy Officer – Part-time 30.4 hours per week</b>		
<b>Classification:</b> <b>CHC2</b>	<b>Salary:</b> <b>\$56,662.00 pa + Superannuation</b>	
<b>Applicant Details:</b>		
Given name:	Family name:	
Street address:		
Postal address:		
Home Ph:	Work Ph:	Mobile Ph:
E-mail:		
Do you have a disability that may require reasonable adjustments to our process should you be successful in progressing to interview?	<b>YES / NO</b> If yes please we will talk to you prior to interview to arrange.	
Are you an Australian citizen <i>or</i> have the status of permanent resident in Australia?		
<b>Referee 1:</b>  Name: Title: Relationship to Applicant:  Contact Details: Mobile: Work: Email:  Length of Working Relationship::	<b>Referee 2:</b>  Name: Title: Relationship to Applicant:  Contact Details: Mobile: Work: Email:  Length of Working Relationship:	
<b>Where did you hear about the role? (SEEK, Ethicaljobs, a friend etc)</b>		



## POSITION DESCRIPTION

### Tenancy Officer – CHC 2

**Position Status**

**Part Time, 4 days pw**

**Reports to / Business Unit**

**Tenancy Manager,  
Operations**

#### Duties:

**As a Tenancy Officer you duties will include , but are not limited to:**

1. Having responsibility for efficiently managing a tenancy portfolio of up to 150 tenancies in accordance with CHC policy, procedure and work instructions and in line with Legislative requirements.
2. Accurately maintaining CHC systems in a timely manner and in line with records management requirements.
3. Providing high level customer service to tenants, members of the public and CHC staff.
4. Undertaking reporting obligations as required.
5. Undertaking other duties as directed.

#### Competencies:

##### **Aptitude/Experience:**

- An awareness of, or the ability to gain the knowledge of the regulatory and compliance frameworks that CHC works within, particularly the Residential Tenancies Act (1997) and the ACT Civil and Administrative Tribunal (ACAT) regulations.
- An understanding of the NDIS and demonstrated experience in working with people with special needs. (Highly desirable)
- Experience in an administration/customer service or Real Estate role.
- Hold a current Driver's Licence. (Essential)

##### **Working Relationships:**

- Demonstrated ability to work as an effective member of a small team.
- An understanding of and ability to work with culturally diverse customers.

##### **Communication:**

- Highly developed written and oral communication and the ability to communicate with tenants and stakeholders at all levels within CHC.

##### **Organisational Skills:**

- Demonstrated organisational capability.
- Demonstrated ability to produce quality work with strong attention to detail within defined deadlines.

##### **Values & Behaviours:**

- Demonstrated ability to undertake assigned duties, while consistently displaying work practices that are aligned to CHC's Code of Conduct, Values and Behaviours.

*The Position Description does not intend to capture all of an individual's responsibilities but rather to outline the key areas of responsibility.*