



# **Operations Administration Officer**

**(Maintenance)**

**Part Time**

**Closing Date: Monday, 26 July 2021**

## Thank you

For your interest in the positions of Operations Administration Officer (Maintenance) with CHC. This selection pack will provide you with all the information you will need to complete your application by the **30 July** deadline.

## What Will I Be Doing?

CHC is seeking a highly motivated and organised person to provide a high level of administrative support to the CHC Asset Management team. 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 and contractors. These tasks include, but are not limited to:

- Responding to tenant queries
- forwarding asset maintenance requests to relevant staff
- maintain CHC systems in a timely manner.
- Undertake reporting obligations as required.

CHC is committed to supporting our tenants to successfully maintain safe and secure housing. To succeed, you will need to demonstrate an awareness and empathy for people accessing Social and Affordable housing, including vulnerable clients from diverse cultural and social backgrounds, while maintaining service standards to meet regulatory and organisational requirements.

## CHC Offering

As an Operations Administration Officer (Maintenance) you will be covered by the CHC Enterprise Agreement 2017 – 2021 and entitled to a salary commencing at \$58,375.00 pa, plus 10% Superannuation per annum.

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
- Not-for Profit Salary Packaging available providing a reduction in tax payable.
- Health & Wellbeing Program.
- Access to continuing professional development.

**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 unrestricted Driver's licence.*

## 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 \$31 million since inception, including \$3.1 million in the last financial year. CHC has a development pipeline of over 200 properties and provides a home today to 1300 Canberrans in 466 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.”

## 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. Please indicate if you would prefer full-time or part time employment as part of your response. 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 Fiona Dearden on 02 6183 4383 or via email at [fiona@chcaustralia.com.au](mailto:fiona@chcaustralia.com.au). Further information regarding the specifics of the role can be obtained by contacting **Kelsey Hindle, Asset Manager** on 02 6248 7716 or via email at [kelsey@chcaustralia.com.au](mailto:kelsey@chcaustralia.com.au).

**Applications Close: 5 pm Friday, 30 July 2021**

## Application Cover Sheet

<b>Position Applied for: Operations Administration Officer (Maintenance)</b>		
<b>Classification:</b> CHC 2	<b>Salary: \$58,375.00 + 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, Jora, a friend etc)</b>		



# POSITION DESCRIPTION

## Operations Administration Officer (Maintenance) – CHC 2

**Position Status**

**Part Time – 22.8 hpw**

**Reports to / Business Unit**

**Asset Manager, Operations**

### Duties:

**As the Operations Administration Officer (Maintenance) your duties will include , but are not limited to:**

1. Providing excellent administrative support to the Maintenance team and General Operations.
2. Responding to tenant queries and forwarding asset maintenance requests to assets upon receipt.
3. Accurately maintaining CHC systems in a timely manner and in line with records management requirements.
4. Providing high level customer service to tenants, members of the public and CHC staff over the phone and in person.
5. Under general direction undertake quality control processes.
6. As a member of a team assist/participate in contractor procurement exercises and relevant insurances.
7. Undertaking reporting obligations as required.
8. Undertaking other duties as directed.

### Competencies:

#### Aptitude/Experience:

- Ability to provide excellent administrative support across a busy team.
- Familiarity with the Microsoft suite of applications.
- Ability to maintain electronic and paper based records in accordance with established practices.
- Hold a current Driver's Licence. (Essential)

#### Working Relationships:

- Establish and maintain strong working relationships with staff at all levels of the organisation.
- Contribute positively to a strong and productive team culture.
- Provide outstanding customer service

#### Communication:

- Demonstrated written and oral communication skills
- Ability to communicate with external parties, community members and at all levels within CHC.
- An understanding of and ability

#### Organisational Skills:

- Ability to monitor and prioritise own work.
- Demonstrated attention to detail and ability to prioritise and manage assigned deadlines.
- Ability to ensure the completion of allocated tasks.

#### Values & Behaviours:

- Consistently model behaviours and conduct that reflect CHC's Code of Conduct, Values and Behaviours across all aspects of role.

**Position held by**

**Signature**

**Date**