



Strata Manager

HomeGround Real Estate Canberra

Part Time (3 days per week)

Closing Date: Monday, 27 September 2021

Thank you

For your interest in the position of Strata Manager with HomeGround Real Estate Canberra. This selection pack will provide you with all the information you will need to complete your application by the **27 September** deadline.

What Will I Be Doing?

CHC is seeking a highly motivated and organised person to provide strata management services to complexes under management through HomeGround Real Estate Canberra. 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 owners and tenants. These tasks include, but are not limited to:

- Arranging maintenance and repairs of common area property.
- Preparation of financial accounts and maintenance of financial transactions and activities in 'StrataMaster' software system.
- Organising and conducting AGM's and other meetings as required.
- Preparing budgets, collating agendas, and recording minutes.
- Ensuring adequate insurances are in place.

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 the Strata Manager you will be covered by the CHC Enterprise Agreement 2017 – 2021 and entitled to a salary commencing at \$42,985.00 pa (\$71,642.00 pa pro-rated), 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?

HomeGround Real Estate Canberra is an innovative real estate business, with a genuine point of difference. It is based on the HomeGround model currently operating in Melbourne and [Sydney](#), and seeks philanthropic landlords to help tackle the rental affordability challenge for eligible lower income Canberrans. Landlords benefit from an ATO Tax Ruling that allows charitable donation treatment of the subsidy effectively being provided, and ACT land tax concessions.

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 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. 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. 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. Further information regarding the specifics of the role can be obtained by contacting **Maria Edwards, Business Development & Property Manager** on 0478 626 125 or via email at Maria@chcaustralia.com.au.

Applications Close: 5 pm Monday, 27 September 2021

Application Cover Sheet

Position Applied for: Strata Manager, HomeGround		
Classification: CHC 3	Salary: \$42,985.00 pa (\$71,642.00 pa pro-rated) + Superannuation	
Applicant Details:		
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?	YES / NO 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?		
Referee 1: Name: Title: Relationship to Applicant: Contact Details: Mobile: Work: Email: Length of Working Relationship::	Referee 2: Name: Title: Relationship to Applicant: Contact Details: Mobile: Work: Email: Length of Working Relationship:	
Where did you hear about the role? (SEEK, Jora, a friend etc)		



POSITION DESCRIPTION

Strata Manager (HomeGround) – CHC 3

Position Status

Part-Time, 22.8 HPW
(3 days)

Reports to / Business Unit

Business Development &
Property Manager,
HomeGround

Duties:

As Strata Manager (HomeGround) your duties will include, but are not limited to:

1. Providing residential strata management services for HomeGround & CHC, owners and tenants, including:
 - Maintenance and repairs of common area property.
 - Preparation of financial accounts and maintenance of financial transactions and activities in 'StrataMaster' software system.
 - Organising and conducting AGM's and other meetings as required.
 - Preparing budgets, collating agendas, and recording minutes.
 - Ensuring adequate insurances are in place.
2. Being the key resource tasked with expanding the HomeGround strata management portfolio.
3. Providing high level customer service to owners, tenants, members of the public and CHC staff.
4. Undertaking reporting obligations as required.
5. Undertaking other duties as directed.

Competencies:

Aptitude/Experience:

- Demonstrated experience managing a growing residential strata management portfolio,
- A strong understanding of the regulatory and financial frameworks required to meet all requirements for owners and tenants. This could include the Residential Tenancies Act (1997), the ACT Civil and Administrative Tribunal (ACAT) regulations and Unit Titles (Management) Act 2011 .
- Hold or be willing to apply for a Real Estate registration.
- 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.
- Ability to establish and maintain effective relationships with tenants, landlords and support providers.

Communication:

- Highly developed written and oral communication and the ability to communicate with tenants and stakeholders at all levels within CHC.
- An understanding of and ability to work with culturally diverse customers.

Organisational Skills:

- Ability to monitor and prioritise own work.
- Demonstrated attention to detail and ability to meet deadlines.
- Contribute to ensuring team completes allocated tasks accurately and in a timely manner.
- Consistently meet expectations of and undertakings to stakeholders.

Values & Behaviours:

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