**Thank you**

For your interest in the position of Licensee in Charge and Senior Property Manager with HomeGround Canberra on a 2 year fixed term contract. This selection pack will provide you with all the information you will need to complete your application by the **13 September 2024**.

**About HomeGround**

HomeGround Real Estate Canberra is a social enterprise of CHC Australia, the largest not-for-profit community housing provider in the ACT. Currently managing over 300 properties we can provide high quality service to our landlords and tenants alike. We are unique, as we manage both full market and affordable rental properties. Our portfolio sizes are manageable, and we take great pride in ensuring our team is supported with the right technology and training.

We are an REI ACT award winning agency, that excels in delivering customer service through our vibrant, yet experienced team.

**About the role**

HomeGround is offering an exciting opportunity for a suitably experienced person to play a key role in supporting the HomeGround team, acting as the Licensee in Charge and managing and mentoring a small team responsible for providing property management services for HomeGround tenancies and strata properties in accordance with HomeGround policy, procedure and work instructions and in line with Legislative requirements.

You will work closely with the team to provide a full service to HomeGround landlords.

**CHC Offering**

As the Licensee in Charge/Property Manager you will be covered by [the CHC Enterprise Agreement 2021 – 2025](https://chcaustralia.com.au/wp-content/uploads/2022/08/1.-CHC-Enterprise-Agreement-2021-2025.pdf) and entitled to an initial salary of $104,184.00 plus 11.5% Superannuation pa.

HomeGround offers a 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 to staff based on our Public Benevolent Institution (PBI) status, providing additional reduction in tax payable**
* Flexible work arrangements
* Health & Wellbeing Program
* Access to a company car during work hours under a carpool arrangement
* Training and Real Estate registration costs included

**Please note:** *All positions within HomeGround are subject to probity checks that could include a Police Records Check and/or a Working with Vulnerable People and Working with Children check.*

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

**How to 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@homegroundcanberra.com.au. If you have any questions regarding this role, please contact Fiona Dearden on 02 6183 4383 or via email at careers@homegroundcanberra.com.au.

**Applications Close:** **5 pm Friday, 13 September 2024**

**Application Cover Sheet**

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| **Position Applied for: Licensee in Charge/Senior Property Manager**  |
| **Classification: CHC 5** | **Salary: $104,184 pa + Superannuation** |

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| **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?  | [ ]  No[ ] Yes |
| Are you an Australian citizen ***or*** have the status of permanent resident in Australia? | [ ]  Yes [ ]  No  |
| **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, word of mouth, CHC website) |  |

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| --- | --- | --- | --- |
| **Position Status**  | **Full-Time, 38 hours**  | **Reports to Business Unit** | **Chief Operating Officer** |
| **Duties:**  |
| **As Licensee in Charge/Senior Property Manager your duties will include, but are not limited to:**1. Undertaking all the regulatory obligations required of a Licensee in Charge such as being responsible for the management of relevant trust accounts, including the authorisation of all transactions within that account. Ensure required records are kept for the purposes of meeting scheduled audit requirements.
2. Accurately maintain HomeGround systems in a timely manner and in line with records management requirements, including overseeing end of month processing.
3. Undertaking more complex Property Management tasks and providing support to and mentoring for more junior team members.
4. Give particular focus to vacancy management to reduce landlord loss.
5. Play a role in broadening the reach of HomeGround Canberra, by increasing the number of tenancies under management.
6. Providing high level customer service to owners, tenants, members of the public and CHC staff.
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| **Competencies:**  |
| **Aptitude/Experience:*** Hold and maintain a Class 1 Real Estate Agent’s licence in the ACT, and preferably NSW. (Essential)
* Knowledge of the regulatory framework of Real Estate practice, particularly the Residential Tenancies Act (1997), the ACT Civil and Administrative Tribunal (ACAT) regulations and Unit Titles (Management) Act 2011.
* A minimum of two years’ experience in a relevant Real Estate role.
* Hold a current Driver’s Licence. (Essential)

**Working Relationships:*** Establish and maintain strong working relationships with staff at all levels of the organisation.
* Provide high level support to all organisational units in strategic and operational matters within area of expertise.
* Participate and lead effectively as a member of a team.
* Provide outstanding customer service at all times.

**Communication:*** Highly developed written and oral communication skills.
* Ability to articulate business requirements to both internal and external stakeholders in relation to area of expertise.
* Produce clearly defined policies and work instructions to assist stakeholders to achieve compliance requirements.
* Proven ability to communicate with external parties, community members and at all levels within CHC.
* An understanding of and ability to work with culturally diverse customers.
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| **Organisational Skills:*** Ability to monitor and prioritise own work and work of a small team.
* Strong attention to detail and ability to prioritise and manage a variety of competing deadlines in your area of responsibility.
* Ability to ensure the completion of tasks and projects to achieve team goals.
* Consistently meet expectations of and undertakings to stakeholders.

**Values & Behaviours:*** At all times model behaviours and conduct that reflect CHC’s Code of Conduct, Values and Behaviours across all aspects of role.
* Ability to articulate expectations around conduct, behaviours and values to others.
* Actively addresses instances of behaviour outside of these expectations as they occur
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*The Position Description does not intend to capture all of an individual’s responsibilities but rather to outline the key areas of responsibility.*