



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 **31 January 2025** deadline.

About CHC

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 rental subsidy of over \$38 million since inception, including \$3.4 million in the last financial year. CHC 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.”

About the role

CHC is seeking a highly motivated and organised person to provide a high level of customer service through managing a tenancy portfolio of up to 160 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. These tasks include, but are not limited to:

- Conducting routine inspections
- Ingoing & outgoing condition reports
- Responding to tenant enquiries, requests and complaints.
- New tenancy sign ups.

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 tenancies to meet regulatory and organisational requirements.

CHC Offering

As a Tenancy Officer (CHC 3), you will be covered by the CHC Enterprise Agreement 2021 – 2025 and entitled to a salary commencing at \$78,711.00 pa, plus 11.5% Superannuation per annum.

 02 6248 7716

 Unit 224/29 Braybrooke Street, Bruce ACT 2617

 chcaustralia.com.au



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.

It is also a requirement that all CHC staff hold a current unrestricted 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@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 **Sallyanne Kelly, Tenancy Manager** on 02 6248 7716 or via email at sally@chcaustralia.com.au.

Applications Close: 5 pm Friday, 31 January 2025

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Application Cover Sheet

Position Applied for: Tenancy Officer		
Classification: CHC 3	Salary: \$78,711.00 + 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?	<input type="checkbox"/> No <input type="checkbox"/> Yes	
Are you an Australian citizen <i>or</i> have the status of permanent resident in Australia?	<input type="checkbox"/> Yes <input type="checkbox"/> 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 DESCRIPTION

Tenancy Officer – CHC 3

Position Status

Full-Time, 38 hours

Reports to Business Unit

Tenancy Manager
Operations

Duties:

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

1. Having responsibility for efficiently managing a tenancy portfolio of up to 160 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. Supporting tenants to maximise their ability to maintain a tenancy successfully.
5. Undertaking reporting obligations as required.
6. 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.
- A minimum of two years' experience in an administration/customer service or Real Estate role.
- Proven attention to detail and strong administration skills
- Previous experience in the human services industry.
- Hold a current Driver's Licence. (Essential)

Working Relationships:

- Demonstrated ability to work as an effective member of a small team.
- Demonstrated awareness and empathy for people accessing Social and Affordable housing, including vulnerable clients from diverse cultural and social backgrounds.

Communication:

- Highly developed written and oral communication and the ability to communicate with tenants and stakeholders at all levels within CHC.
- Demonstrated experience in effective communication with clients, often including difficult conversations regarding rent arrears and property care.

Organisational Skills:

- Demonstrated organisational capability.
- Excellent time management skills
- 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.

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