



Job Description

# Administration Officer – Housing & Assets

Human Resources

<b>Department:</b>	Accommodation Services
<b>Primary Location:</b>	As per individual contract
<b>Award/Classification:</b>	Social, Community, Home Care and Disability Services Award 2010 (Level 3/4)
<b>Status of Employment:</b>	As per individual contract
<b>Date Reviewed:</b>	March 2017
<b>Reports To:</b>	Designated Manager

## Position Summary

Unity Housing Company Ltd (Unity) is the largest single provider of low cost rental community housing in South Australia. Whilst the core of Unity's work is the provision of accommodation to people living with disabilities or experiencing homelessness, the company is rapidly developing a diverse affordable housing rental portfolio.

- Reporting to the designated Manager, the Administration Officer is responsible for the following:
- Reception and telephone enquiries in accordance with Unity's Tenant Service Charter
  - Housing administration
  - Assets administration
  - General office administration

The role will deliver best practice for all aspects of office administration, supporting the regional Housing and Assets team to provide professional housing management services.

## Key Reporting / Working Relationships

Internal	External
<ul style="list-style-type: none"> <li>• Reports to the designated Manager</li> <li>• A member of the Housing and Assets team</li> <li>• Supports all regional office staff</li> <li>• Works closely/collaboratively with regional finance officer</li> </ul>	<ul style="list-style-type: none"> <li>• Tenants and tenant advocates</li> <li>• External organisations/stakeholders</li> <li>• Suppliers and other service providers</li> <li>• Local Councils and Funding Authorities</li> <li>• Community Housing Sector (SA)</li> <li>• Contractors conducting work on behalf of Unity Housing</li> </ul>

## Special Conditions

- Hours of work are as per contract
- Position is based at the Mount Gambier office but there may be a requirement to work across all Unity sites
- A six month probationary period will apply
- 5 weeks annual leave
- Operate within Unity's Policy and Procedure framework, as amended from time to time
- Some out of hours work may be required during peak times of activity or tight deadlines and will be negotiated in advance, where applicable and approved overtime or TOIL will apply
- Prior to appointment and on an ongoing basis staff must undergo satisfactory criminal and relevant history screenings
- Current full driver's licence required with no limitations

<b>Initials</b>	
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## KEY RESPONSIBILITIES

Housing administration	Time Spent (%)
<ul style="list-style-type: none"> <li>• Provide a high quality first point of contact for all visitors and telephone customers</li> <li>• Take enquiries from the housing applicants and the general public</li> <li>• Ensure messages are communicated to relevant staff</li> <li>• Assist with tenant rent processing to ensure that rents are collected and recorded in a timely manner</li> <li>• Respond to tenant enquiries in a timely and appropriate manner</li> <li>• Arrange basic maintenance through contractors as required under instruction from Housing and Assets team members</li> <li>• Assist with administration of tenancies including vacancy processes, utilities and services</li> <li>• Prepare correspondence with tenants as instructed</li> <li>• Assist with rent review administrative processes as required</li> <li>• Assist with registrations of interest for housing on the Community Housing Register including data entry</li> </ul>	<p><b>25%</b></p>
General office administration	Time Spent (%)
<ul style="list-style-type: none"> <li>• Carry out general office activities such as mail distribution, ordering of stationery and organisation of basic office supplies and services</li> <li>• Coordinate low level IT service requirements for the office</li> <li>• Maintain the petty cash system</li> <li>• General administrative duties as requested including; file management (electronic and hard copy), archiving, word processing, scanning/faxing, travel and accommodation bookings and minute taking</li> </ul>	<p><b>20%</b></p>
Assets management administration	Time Spent (%)
<ul style="list-style-type: none"> <li>• Assist Maintenance Coordinator to:               <ul style="list-style-type: none"> <li>○ Raise works orders for responsive and vacancy maintenance works</li> <li>○ Monitor maintenance works, including checking progress to ensure a high standard or work is carried out within reasonable timeframes</li> <li>○ Encourage feedback from tenants and the Housing Team to determine that maintenance is being carried out to a high standard and in a timely manner</li> <li>○ Arrange property repairs associated with insurance matters, liaise with stakeholders and complete required documentation</li> <li>○ Liaise with local government and others in relation to surrounding development applications, heritage issues and other planning or local government issues that may affect Unity's properties</li> <li>○ Provide advice and support to housing teams to ensure properties meet legislative, regulatory and community standards.</li> <li>○ Ensure maintenance work is carried out as scheduled in the Asset</li> </ul> </li> </ul>	<p><b>55%</b></p>



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<ul style="list-style-type: none"> <li>○ Maintenance Plan, in consultation with the Assets Coordinator</li> <li>○ Consult with housing team in relation to major maintenance work where disruption to the tenant is anticipated</li> <li>○ Liaise with builders, Renewal SA, Housing SA and Unity staff when handing over or receiving properties to ensure properties are in a good condition and provide no immediate liabilities to the organisation</li> <li>○ Ensure maintenance work is in accordance with the allocated budget</li> <li>○ Carry out property inspections</li> <li>○ Manage tenant and contractor queries, low level complaints and disputes and escalate other matters to the Manager or their delegate</li> <li>○ Liaise between tenant and contractor to ensure delays in completing are communicated to the tenant.</li> <li>○ Follow up with tenants for feedback when work has been completed</li> <li>○ Maintain key registers and tracking of key movements</li> <li>○ Organise service and utilities connections and disconnections as required for vacancies</li> </ul>	
<b>Other Duties</b>	
<ul style="list-style-type: none"> <li>● Any other duties appropriate to the role.</li> </ul>	

<b>Key Performance Indicators</b>
<p>The following areas will be assessed and measured through Unity’s Professional Development Program to monitor effective performance in accordance with the requirements of this Job Description, Unity’s Strategic Plan and the employment contract:</p> <ul style="list-style-type: none"> <li>● Excellent communication and interpersonal skills</li> <li>● Commitment to customer service standards including prompt response times and professionalism</li> <li>● Provide accurate and timely administration and support skills</li> <li>● Effectively collaboration and cooperation with the Unity team</li> <li>● Organisational and time management skills</li> </ul> <p>Specific Performance Measures (KPIs) will be identified in conjunction with the designated Manager for this role to ensure that outcomes detailed in the above Key Responsibilities are aligned with Unity’s Strategic Plan and are properly measured in determining the level of performance.</p>



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## Values and Behaviours

All Unity staff are required to model the following behaviours and values and participate in performance reviews and management as directed and in line with published expectations as outlined in the Code of Conduct, Strategic Plan and related documents. These are available on Unity’s intranet and website and updated as necessary:

- Respect and social justice
- Innovation and creativity
- Collaboration and partnerships
- Transparent and ethical
- Leadership and professionalism
- Empowering and respectful

## PERSON SPECIFICATION

Education/Qualifications	
Essential:	Desirable:
<ul style="list-style-type: none"> <li>• TAFE level qualifications in administration or business (minimum Certificate 3 in Business Administration or similar) and/or relevant industry experience</li> </ul>	

Experience	
Essential:	Desirable:
<ul style="list-style-type: none"> <li>• Experience coordinating and undertaking administrative tasks</li> <li>• Experience and high level skills in utilising a range of computer systems and packages such as Microsoft Office suite and, ideally, property and tenancy databases</li> <li>• Ability to adapt to change and to adopt a flexible approach to changes in work practices in a proactive manner</li> <li>• Customer service experience leading to excellent telephone skills and high standard of verbal and written communication skills</li> <li>• Ability to work efficiently and independently and meet work targets and deadlines within time constraints</li> </ul>	<ul style="list-style-type: none"> <li>• Experience coordinating work orders and contractors</li> <li>• High level commitment to social justice principles</li> <li>• Understanding of tenancy and property management processes</li> <li>• Empathy with people experiencing disadvantage, who may be living with a disability or experiencing homelessness</li> <li>• Capacity to deal with difficult and/or aggressive people by phone and in person and utilise effective conflict resolution skills</li> <li>• Demonstrated capacity to treat all tenants, contractors and staff with dignity and respect and with due consideration for their privacy</li> </ul>



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Knowledge	
Essential:	Desirable:
<ul style="list-style-type: none"> <li>• Sound knowledge of office and administration practices</li> </ul>	<ul style="list-style-type: none"> <li>• Awareness of issues affecting people living with disabilities and/or experiencing homelessness</li> </ul>

**Approval:**

**Chief Executive Officer**

Date: 31 March 2017

I acknowledge receipt of and agree to the duties and expectations as outlined within this job description.

<b>Name:</b>		<b>Signature:</b>		<b>Date:</b>	
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