



Job Description
Administration Officer
 Human Resources

Department:	Housing Operations
Primary Location:	Bowden
Award/Classification:	Social, Community, Home Care and Disability Services Award 2010 (Level 3/4)
Status of Employment:	As per individual contract
Date Reviewed:	April 2024
Reports To:	Housing Administration Hub Coordinator

Position Summary

The Administration Officer works as part of the Housing Administration Hub, providing an effective, proactive, timely and efficient administration service to the Housing Operations teams. The Administration Officer delivers quality administration services to assist in the delivery of professional housing management. This can include providing assistance and support to the Housing Operations Leadership Team.

The Administration Officer participates in the Housing Operating Rhythm including coaching, and supports a positive culture which delivers high performing services to tenants and customers.

Key Reporting / Working Relationships	
Internal	External
<ul style="list-style-type: none"> • Reports to the Housing Administration Hub Coordinator • Works in the Partnerships and Services Team, supports all Housing Operations teams • Collaborates with other Unity Housing departments 	<ul style="list-style-type: none"> • Builds and maintains relationships with external partners and stakeholders as required

Special Conditions

- Hours of work are as per contract
- There may be a requirement to work across all Unity sites
- A six-month probationary period will apply
- 5 weeks annual leave (pro rata for part time)
- Operate within Unity's Policy and Procedure framework and financial delegation limits
- Must undergo and maintain satisfactory criminal and relevant DHS screenings
- If during peak times additional work is required, this will be negotiated in advance and where applicable and approved, overtime or TOIL will apply
- Current full SA driver's licence required with no limitations
- All Unity Housing staff are expected to participate in activities and spirit of Unity's Reconciliation Action Plan (RAP) and to contribute towards the achievement of the organisation's Environmental, Social and Governance (ESG) outcomes

Initials	
-----------------	--



Job Description

Administration Officer

Human Resources

KEY RESPONSIBILITIES

Housing Administration:

- Provide a range of administrative services to Housing Operations as outlined in the Service Model, including but not limited to:
 - Responding to enquiries in a timely and appropriate manner
 - Providing responsive customer focused services
 - Tenant payment processing
 - Creation of Notices of Entry, Lease Agreements, Tenant Invoices and associated file management
 - Supporting coordination of NRAS and Affordable Housing vacancies and Open inspections
 - Management of Housing Administration emails, correspondence and mail management
 - Key management, filing, document and archiving management
 - Single Housing Register management
 - Minute taking and project support
 - Meeting preparation
 - Any other duties appropriate to the role

Self-management:

- Being flexible and responsive, prioritising work in collaboration with team members
- Demonstrating flexibility to adjust and respond when circumstances change
- Actively seeking opportunities to learn and develop
- Being aware of risks impacting on the completion of work and escalating when identified

Teamwork:

- Managing relationships with external partners and collaborating with internal teams
- Working as a member of the Housing Administration Hub team and supporting team members to deliver great services
- Providing business support to Reception and Customer Care team as required

Business excellence:

- Planning and completing work to agreed timeframes and standards
- Understanding organisational objectives and aligning tasks and activities accordingly
- Identifying ways to improve systems or processes to achieve better outcomes

Compliance, data and information:

- Applying the Australian Privacy Principles to manage information and data
- Managing and updating information in required databases with high detail and accuracy
- Understanding and following legislation, policies and guidelines that apply to the role



Key Performance Indicators

The following areas will be assessed and measured through Unity's Performance Review and Professional Development Program to monitor effective performance in accordance with the requirements of this Job Description and the employment contract:

- Tenants and customers receive a friendly, efficient and helpful service
- All administrative tasks are carried out to a high quality
- Effective relationships are maintained as appropriate

Specific Performance Measures (KPIs) will be identified with the designated Manager to ensure that outcomes in the Key Responsibilities are properly measured.

Values and Behaviours

- Act at all times in accordance with Unity Housing's code of conduct and model the values and behaviours of:
 - Respect and social justice
 - Innovation and creativity
 - Collaboration and partnerships
 - Transparent and ethical
 - Leadership and professionalism
 - Empowering and respectful
- Follow safe work practices for self and others and comply with Unity Housing's Work Health and Safety policies and safety protocols
- Ensure risks are identified, reported, documented and appropriately managed to ensure safe, effective and improved services, including the appropriate management of critical incidents
- Treat all tenants, customers and staff with dignity and respect and with due consideration of their privacy
- Respectful understanding and recognition of the diverse heritages, traditions, and current matters affecting Aboriginal and Torres Strait Islander peoples
- Awareness of vulnerable or special needs groups; particularly people experiencing homelessness, from varied cultural backgrounds, with a disability, experiencing mental illness, older people or people with complex needs
- Actively engage in Professional Development opportunities and embrace learning opportunities
- Have a commitment to promoting a positive, diverse and inclusive environment for all staff

PERSON SPECIFICATION

Essential:

- Demonstrated experience in an office administration setting and of administrative practices
- Excellent communication and customer service skills
- Experience in working autonomously within broad guidelines
- Skilled in the use of general IT, databases and Microsoft Office suite of applications
- Strong organisational and time management skills
- Ability to work effectively in a team environment and independently

Desirable:

- Qualifications in administration (Certificate 3 in Business Administration or similar)
- Experience in social housing or other community services



Job Description
Administration Officer
Human Resources

Approval:

Chief Executive Officer

Date: 23 April 2024

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

Name:		Signature:		Date:	
--------------	--	-------------------	--	--------------	--

Initials	
-----------------	--