

Position Identification

Title:	Property Manager	FHL Level:	6
Department:	Operations	Agreement/Award:	EBA
Reporting to:	Housing Programs & Policy Manager	Date last updated: By whom:	October 2020 GM Operations

1. Purpose of Position

To provide quality, responsive tenancy management services across an affordable housing portfolio, identify and secure tenants and manage all aspects of tenancy related processes across this area of work.

2. Key Working Relationships

<p>Internal: Housing Operations Property Services Finance Development</p>	<p>External: Potential Tenants Key Employers Developers and Property Owners Strata Managers Marketing Agencies</p>
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3. Accountabilities and Responsibilities

Tenancy Management

- Identify and source eligible tenants, including involvement in marketing to key employers and establishment and management of waitlist for future property handovers.
- Manage a portfolio of affordable housing properties, in accordance with strata and property rules, the Residential Tenancies Act (RTA), and organisational policies and procedures.
- Establish new tenancies, including property viewings, home open events and preparation of all associated documentation.
- Undertake regular scheduled property inspections including ingoing and outgoing Property Condition Reports (PCR) and manage any actions arising.
- Monitor individual tenant accounts and manage arrears to achieve Key Performance Indicators (KPIs), taking any required actions.
- Manage breaches of the tenancy agreement in accordance with relevant processes and legislation, including managing and attending Court processes.
- Manage repairs including liaison with contractors for warranty issues or internally with FHL’s Property Services team and manage tenant liability charges arising.
- Manage all tenancy records and reporting, utilising software where appropriate.
- Develop templates, policies and procedures for this area of work and ensure ongoing compliance
- Other duties as required.

Relationship Management

- Develop and maintain relationships with key worker employers and local businesses who may assist in sourcing affordable housing tenants.
- Develop and maintain active and positive relationships with property owners, managers and strata representatives.

Job Description

4. Culture and Values

Solution Focused

- We work together to find solutions that benefit our people and customers.

Caring

- We care for others and display empathy, fairness and respect.

Honest

- We act with integrity and own our decisions.

5. Safety Awareness

You will act in a manner that is consistent with FHL's duty of care requirements, including but not confined to:

- Take reasonable care to ensure your own safety & not risk others by any act or omission.
- Follow all safe work practices and procedures
- Use personal protective equipment as identified for individual tasks
- Take immediate action on any identified hazards
- Report any incidents or injuries to both manager and HR.

6. Work Related Requirements/Selection Criteria

Essential Criteria

- Minimum 3 years' experience in a tenancy management role.
- Demonstrated experience developing and managing external stakeholder relationships in a property management context.
- Demonstrated experience sourcing applicants and managing a waitlist and allocation process.
- Highly developed communication and interpersonal skills and ability to work with a range of different stakeholders in letting and managing homes.
- Previous experience in the use of tenancy management software.
- Demonstrated ability to manage difficult situations.
- Ability to work autonomously and lead and complete project tasks.
- High level of computer skills and proficiency in Microsoft Office suite.

Work Related Requirements

- Current WA Drivers Licence.
- National Police Clearance.

7. Position Dimensions

Number of staff directly reporting to position	Nil
Work Locations	This role is based at Leederville office. Travel around Perth metro area will be required, to deliver the scope of the role.

Job Description

Employee Name: _____

Signature: _____ Date: _____