

### 1. Position Identification

<b>Title:</b>	Housing Services Administrator	<b>FHL Level:</b>	4
<b>Department:</b>	Tenant Services	<b>Agreement/Award:</b>	EBA
<b>Reporting to:</b> <i>(Position)</i>	Specialist Programs & Regional Housing Manager	<b>Date last updated:</b> <b>By whom:</b>	May 2021 People & Culture

### 2. Purpose of Position

To provide support to a team of Housing services staff across a range of tenancy and property management functions and deliver exceptional customer service to all stakeholders.

### 3. Key Working Relationships

<b>Internal:</b> Managed Properties Team Property Services Team Housing Services Team Finance Team	<b>External:</b> Tenants/Residents Support Agencies Community Services Organisations Department of Communities
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### 4. Accountabilities and Responsibilities

- Perform administration support function to the team in the execution of their tenancy management activities.
- Preparation and issuance of tenancy related documentation, management and maintenance of tenant and client files and records, client database tasks, liaising with tenants as required and providing administrative support to team members.
- Manage communications with tenants and other stakeholders as required via phone and email to support the efficient workings of the team and ensure a high level of customer service.
- Act as a central office contact for stakeholders whilst team members are off site and unavailable.
- Accompany team members on site visits or tenant visits as required to assist in the execution of their tenancy management activities.
- Schedule routine property inspections, ingoing Property Condition Reports (PCR's) and final inspections, as required on behalf of team members and ensure paperwork is completed to an accurate and high standard.
- Manage queries from tenants in a responsive manner, including liaising with other internal teams to resolve tenancy and property related issues.
- Prepare sign up packs for new tenants including drafting of leases and lease renewals.
- Assist with property portfolios as required on a relief basis, covering personal and annual leave.
- Other duties as required.

### 5. 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

## Job Description

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### 6. Safety Awareness

You will act in a manner that is consistent with FHL's duty of care requirements and in accordance to Occupational Health and Safety legislation, 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 the People and Culture team

### 7. Work Related Requirements/Selection Criteria:

#### Essential Criteria

#### Experience and Skills

- Minimum 2 years' experience in an administrative or support role.
- Demonstrated experience of working in a client facing role.
- Excellent communications skills (both written and verbal), interpersonal skills and ability to liaise with people at all levels.
- Strong service orientation and ability to work well under pressure.
- Strong organisational, prioritisation skills and attention to detail.
- Intermediate computing knowledge, including Microsoft office and database administration.

#### Work Related Requirements

- WA Drivers Licence.
- National Police Clearance.
- Working with Children Check.

#### Desirable Skills

- Knowledge of tenancy management processes.
- An understanding of the Residential Tenancies Act WA.
- Experience working in the community services industry and/or not-for-profit sector.

### 8. Position Dimensions:

<b>Number of staff directly reporting to position</b>	Nil
<b>Work Locations</b>	Leederville

Employee Name: \_\_\_\_\_

## Job Description

Signature: \_\_\_\_\_ Date: \_\_\_\_\_