

## Position Description

<b>Position Title</b>	<b><i>Property Manager - Affordable Housing</i></b>
<b>Role Purpose</b>	Deliver end-to-end property management services for an affordable housing portfolio
<b>Award/Classification</b>	Social, Community, Home Care & Disability Services Industry Award 2010, Community Services Worker Level 4 \$77,584 to \$83,480 negotiable depending on experience
<b>Reports to:</b>	Chief Operations Officer (COO)
<b>Primary location</b>	Darwin, Northern Territory
<b>Status of Appointment</b>	Full Time Fixed Term Contract (2 years) (38hrs per week) Flexible working hours

### About Venture Housing

Venture Housing Company is a not-for-profit Community Housing Provider with Tier 2 status under the National Regulatory System for Community Housing (NRSCH) and was established in 2012 in response to a need for affordable housing for key and essential workers across the Northern Territory. We currently own or manage social and affordable homes across Darwin, Palmerston, and Tennant Creek. We have more than \$61 million in assets with an annual turnover of more than \$4.5 million.

Our core purpose is the alleviation of poverty, homelessness, rental stress, and hardship through the provision of safe, secure and affordable housing to people in need. We exist to meet the needs of those vulnerable to housing rental stress, exclusion from the housing market and those who cannot afford to buy or rent in the private market.

### Position Summary

The Property Manager is a key team member with specific responsibility for the day-to-day operations of an affordable housing portfolio that delivers rental housing services to key service industries in the Greater Darwin Region. Housing is delivered under the Key Work Housing Program and National Rental Affordability Scheme.

The portfolio management is guided by specific contractual obligations that require a collaborative, proactive and solution-focused approach that incorporates the application of the Residential Tenancies Act, objectives and policies of Venture, service agreements, industry service standards and other relevant legislative requirements.



This is a fixed-term contract role (2 years) reporting to the Chief Operations Officer.

The role:

- delivers high quality, responsive and professional property and tenancy management of the affordable housing portfolio with success measured through the achievement of operational key performance indicators and reporting assessments
- works collaboratively with government agencies to provide on-time and accurate reporting in accordance with contractual requirements
- drives positive housing outcomes through the efficient turnaround of vacant properties
- monitors asset standards through a regular inspection regime and assessment of property maintenance requirements in accordance with contractual requirements
- uses Venture's eligibility and allocation tools to ensure a best practice and transparent approach is followed for housing allocations
- proactively monitors and manages rental arrears to achieve and exceed operational KPIs

As the **Property Manager – Affordable Housing** you:

- will collaborate across the Venture team to deliver measurable outcomes against contractual performance requirements
- are results driven and will actively seek opportunities to develop your skills and capability to deliver high-quality, respectful and responsive services in a changing environment
- deliver good practice and evidence-based decision-making to facilitate and support positive outcomes and mitigate risk.

### Key Accountabilities

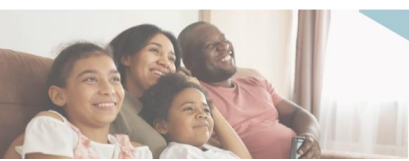
Reporting directly to the COO, key accountabilities include:

- Establish and maintain effective relationships with team members, government agency representatives, contractors, body corporate managers and tenants
- Deliver portfolio reporting, key performance indicators and other performance assessments in accordance with contractual obligations
- Utilise Venture's tools, policies, and procedures to effectively assess and monitor affordable housing tenancies and asset health and maintenance requirements
- Work safely, following Venture's WHS policy and supporting a safety culture within the organisation
- Knowing, understanding, and applying Venture Housing policies, processes, and practice frameworks relevant to the management of the affordable housing portfolio
- Provide expert input into the development and review of operational policy and service delivery improvements

### About You

You are proactive, solution-focused, innovative and adaptive to change. You display a 'can-do' attitude and will actively contribute to our culture of excellence, responsiveness, and flexibility.

You can engage with internal and external stakeholders – including tenants with diverse and complex needs and the private sector. You will conduct yourself in accordance with Venture Housing's values, code of conduct and policies. Additionally, you have excellent written communication skills, good attention to detail and take pride in your work. You are adept at





managing competing priorities and enjoy varied duties, and possess excellent time-management and organisational skills.

### **Essential Requirements**

#### **Education/Qualifications**

- Relevant qualifications in property and/or business management
- Extensive knowledge and practical experience in the property management industry with a minimum of 5 years of experience in a similar role.
- Current drivers license
- Working with children clearance (Ochre Card)
- Federal police check clearance

#### **Experience and capability**

- Proven experience in end-to-end management of a busy property portfolio
- Demonstrated experience in effectively managing property maintenance under the Residential Tenancies Act, ensuring compliance with relevant legislation, regulation, standards, and contractual obligations
- Demonstrated business acumen
- Proven experience in the proactive management of rental arrears
- Excellent computer literacy and proven ability to use the Microsoft Office suite of software effectively and efficiently

### **About the Benefits**

In return for your dedicated effort, you will enjoy a highly competitive salary package including an extensive range of additional benefits such as:

- The ability to salary package, thereby increasing your take-home pay by 6 – 12%
- A car for work use
- A phone and other relevant electronic equipment to enable you to work efficiently
- No weekend or on-call work
- 5 weeks of annual leave
- Flexible working hours.

Venture Housing is a values-driven organisation that takes pride in the service it provides and cares deeply about the community it operates within.

We aim to increase the diversity of our workforce to meet the differing needs of our customers better and to improve equal employment opportunities for our employees. Aboriginal and Torres Strait Islander people are strongly encouraged to apply.

