



Position Description

Position Title	Asset Administration Officer – Affordable Housing
Role Purpose	Support the delivery of end-to-end property management services for an affordable housing portfolio
Award/Classification	Social, Community, Home Care & Disability Services Industry Award 2010, Community Services Worker Level 3 \$67,263 - \$69,196 depending on experience
Reports to	Chief Financial Officer (CFO)
Primary location	Darwin, Northern Territory
Status of Appointment	Full-Time / fixed term (2 years) with potential for extension (38hrs per week)

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.

We aim to significantly contribute to the supply of sustainable, affordable housing in the Northern Territory. A significant proportion of our tenants are key workers vital to the Territory's economy, such as those in the education, retail, hospitality, health and trade sectors. Proudly Territorian, we are committed to focusing all our resources and efforts on contributing to the social and economic development of the Northern Territory.

Position Summary

This is a newly established fixed-term contract role reporting to the Chief Finance Officer.

The role has been created to support 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 management of the portfolio 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.

The role:

- delivers quality, responsive support to internal and external stakeholders
- demonstrates a high level of attention to detail and accuracy, ensuring the timely processing of accounts
- aids with month-end financial processes
- provides a positive customer experience, and collaborates across the internal Asset and Maintenance, Tenancy and Engagement functions and with external stakeholders to provide the best services and support the delivery of the best outcomes possible for our tenants
- supports the delivery of the affordable housing portfolio and associated contractual obligations, including performance reporting

Key Accountabilities

Reporting directly to the Chief Financial Officer, accountabilities include:

- Deliver operational excellence in providing quality service to tenants and customers with a core focus on administrative functions that supports the asset management of a portfolio of affordable housing. Achievement is demonstrated by key performance measures and operational and core KPIs
- Utilise Venture's tools, policies, and procedures to effectively assess, monitor and report on the frequency and timeliness of asset maintenance
- Work safely, following Venture's WHS policy and supporting a safety culture within the organisation
- Knowing, understanding, and interpreting Venture Housing's relevant policies, processes, and practice frameworks, including input into the development and review of operational policy and service improvements
- Actively report on asset service delivery risks and contentious issues, so they are responded to in accordance with Venture's policy and procedures and standards
- Participate in and actively collaborate across the organisation to embed a team culture that values feedback and coaching, supports improved performance and focuses on improved outcomes for tenants and customers

About You

You are proactive and solutions focused. 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, contractors, and the private sector, and 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.



Essential Requirements

Education/Qualifications

- Relevant qualifications or experience in property management and/or business administration
- Current drivers license
- Working with children clearance (Ochre Card)
- Federal police check clearance

Experience and capability

- High standard of attention to detail and accuracy across all tasks
- Excellent time management skills and the ability to multitask
- Ability to build strong team relationships through excellence in customer service and effective communication skills to deliver organisational results
- Ability to exercise initiative and follow policies and procedures
- Ability to prioritise and be flexible when responding to changing priorities and demands
- Proficient administration skills, including the ability to produce quality reports and collect accurate data for reporting purposes
- 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%
- Access to sponsored training, professional development, and upskilling opportunities
- 5 weeks 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.

