

Business Support Officer Position Description

SCHCADS Award Level 3

Key role details

Business Support Officer	
Reports to (position)	Senior Business Support Coordinator
Department	Customers
Location	Hurstville, Bonnyrigg, St Leonards and Redfern (may be required to work at other SGCH office locations from time to time)
Remuneration level	Level 3
Essential requirements	Experience in a busy and demanding administrative environment Experience working with people from diverse backgrounds and cultures Excellent customer service skills Strong organisational and time management skills Self-motivated with a learning mindset, with experience working autonomously
Desirable skills	Current NSW driving licence Understanding of social and affordable housing Experience working with vulnerable people including those experiencing homelessness, mental health issues, domestic and family violence, disabilities, young people or older people



Position summary

As an SGCH Business Support Officer you provide efficient and effective customer service and business-related support across all areas within the Customers team including tenancy management, support coordination, housing assistance assessments, income management, rent review, and community development activities.

In this role you are responsible for providing a range of administration support which may include data entry, organising appointments, managing mail, filing, minute-taking and other relevant tasks as required. You liaise with applicants, clients and tenants on a day-to-day basis, taking phone calls and assisting customers at reception. At reception, you are the first point of contact for customers, you always provide a positive customer experience, deliver efficient customer centric services and represent SGCH in a professional manner. You greet a high volume of customers daily and are responsible for helping them understand the services and facilities available to them, managing any questions they may have.

To work at SGCH you are committed to delivering together with passion and purpose, guided by our organisational values. Together we provide sustainable, safe and affordable housing as the foundation for our customers to connect to opportunities and build their communities.

Your Success Profile

Business Support Officer	
Knowledge – ‘What do you know?’ Value and importance of social and affordable housing to individuals and the community How to work with vulnerable people from a range of backgrounds How to be flexible and organised to deliver services as a team	Experience – ‘What have you done?’ Worked in a challenging customer service environment Planned and prioritised a busy workload Delivered services to meet and exceed operational benchmarks
Behaviours – ‘What can you do?’ Provide exceptional customer service Support the delivery of high-quality services by working as part of a team Apply a high level of attention to detail	Personal qualities – ‘Who you are’ Enjoy working with a business head and a social heart Kind, responsive, caring and supportive Work with integrity to deliver the best outcomes for customers



Your work as an SGCH Business Support Officer

Our strategic work areas Your daily work	
Vision, purpose and strategy	<ul style="list-style-type: none"> • Work together to achieve our purpose to provide sustainable, safe and affordable housing as the foundation for our customers to connect to opportunities and build their communities • Lead a team to deliver great places, thriving people, connected communities • Aspire to achieve sustainable tenancies as a foundation for opportunity, more sustainable homes in thriving communities and a vibrant sustainable business in the work you do everyday
Customer service	<ul style="list-style-type: none"> • Show respect, courtesy and fairness when interacting with our customers • Respond to customer enquiries and requests with care and urgency • Keep customers informed about issues they have raised and seek feedback to ensure their needs are met
Administrative support	<ul style="list-style-type: none"> • Provide a full range of business-related support to the team; data entry, prepare leases and lease packs, schedule appointments and prepare letters for appointments, archiving, bulk mail outs, scan and file documents, manage and order stationery supplies and minute-taking • Complete allocated administrative tasks efficiently and accurately within timeframe required • Liaise with Facilities team for any issues with office management or carpool services
Reception management	<ul style="list-style-type: none"> • Greet all customers on arrival in reception and facilitate access to the services they need • Keep the reception area tidy and organised, with information leaflets fully stocked • Manage and sort all incoming mail and prepare outgoing mail • Answer the phone to respond to enquires as needed
Leadership and teamwork	<ul style="list-style-type: none"> • Work as a team to provide best practice services • Collaborate with teams across our organisation to improve outcomes for customers • Support team members to deliver the best services they can by sharing knowledge and skills, and work together to resolve challenging situations
Self-management	<ul style="list-style-type: none"> • Work flexibly to adapt and respond quickly when situations change • Be open to new ideas, seek feedback and respond constructively • Look for and taking advantage of opportunities to learn new skills and develop strengths • Show resilience and ability to work under pressure
Business excellence and innovation	<ul style="list-style-type: none"> • Plan and complete work to agreed timeframes and standards • Understand team and organisational objectives and align your activities accordingly • Identify ways to improve systems or processes to achieve better outcomes



Legislation, policies and procedures	<ul style="list-style-type: none">• Understand and follow legislation, rules, policies, guidelines and codes of conduct that apply to your role• Help others understand their obligations to comply with legislation, rules, policies, guidelines and codes of conduct• Ensure the privacy of customer and organisational information is protected
Compliance and reports	<ul style="list-style-type: none">• Accurately collect and record tenancy and other information• Contribute to the collection of data and information on operational performance• Attend regular (at least weekly) team huddles and regional team meetings
Accountability and risk	<ul style="list-style-type: none">• Identify and follow safe work practices; and be vigilant about their application by self and others• Attend workplace health and safety training• Be aware of risks that might impact on the completion of an activity and escalate when identified• Speak out against misconduct and inappropriate behaviour
Information technology	<ul style="list-style-type: none">• Use core office software applications such as Microsoft Outlook, Word and Excel• Manage and update information and workflows in our specialised information and communications technology platform, OneHousing and other applications where required• Comply with SGCH policies on the acceptable use of technology



Our expectations	Your values and behaviours
Top accountabilities	<ol style="list-style-type: none"> 1. Provide responsive and respectful customer centric services in accordance with our Customer Service Standards and commitments 2. Actively manage safety and promote our safety culture 3. Core focus to provide efficient administrative support for the Customers team to deliver responsive services 4. Manage reception; greet customers upon arrival and respond immediately to enquiries, including by phone as required 5. Demonstrate strong interpersonal skills including the ability to communicate face-to-face with a broad range of customers from diverse backgrounds and cultures 6. Be flexible and responsive to requests; multi-task, organise and prioritise a busy workload in collaboration with team members to meet the highest customer priority first 7. Demonstrate a thorough knowledge of products and services available to tenants and applicants and helping them access these 8. Know and understand SGCH policies and processes and apply them with a focus on delivering sustainable housing outcomes for customers 9. Apply the Australian Privacy Principles when managing customer information and data 10. Attention to detail when inputting and managing customer information and data, within set timeframes
5 iSARI values	<ol style="list-style-type: none"> 1. Innovation – to find new and better ways of working, to deliver the most impact for our customers and to support us to be a leading community housing business 2. Support – a business environment that is caring and provides support and encouragement to everyone involved in managing, delivering, and using our services. Engagement with SGCH goals 3. Accountability – to be transparent and accountable to our stakeholders for our actions and decisions and being professional in the way we conduct business every day 4. Respect – for the unique contribution of our team members, partners and customers, whatever their circumstances. Willingness to listen to and understand others and to collaborate and innovate through shared learning 5. Integrity – to be honest, open, and appropriate in our communications with others, understand and meet our governance and management responsibilities, and act with discernment



4 vital behaviours	<ol style="list-style-type: none">1. 'I speak up' – speak up and share your opinion to lead to great outcomes for yourself, customers, colleagues, and the business. Create a space for this behaviour by encouraging others to speak up, listen and respond with care and respect2. 'I make mindful requests' – make sure your requests are mindful to save time and ensure tasks are done right the first time to prevent confusion. Mindful requests help you understand what you commit to and improve how we work together to make a better experience for our customers3. 'I ask, "Is there a better way"?' – explore alternative options to achieve the outcomes we are looking for. This creates an opportunity for us to learn and develop, it prompts us to think differently, consider multiple perspectives and be creative4. 'I do what I say I will' – to be conscious of the commitments we make to ensure they are achievable and we have everything we need to perform a task before we start. This helps us build trust and collaborate to deliver outcomes for our customers
Our service commitment	<p>We value our customers and have developed these Customer Service Standards to demonstrate our commitment and measure our progress in providing a consistent, excellent customer experience:</p> <ol style="list-style-type: none">1. We provide access to affordable homes and high quality services for you2. We listen and value your views3. We explore new and better ways of doing things4. We do what we say we will do5. We respect you