

Tenancy Manager Position Description

SCHCADS Award Level 4

Key role details

| Tenancy Manager | |
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| Reports to (position) | Lead, Sustainable Tenancies |
| 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 4 |
| Essential requirements | Experience working with people from diverse backgrounds and cultures, including vulnerable people experiencing homelessness, rough sleepers, people managing mental health issues, experiencing domestic and family violence, people with disability, young people, older people Experience in property management in the real estate industry or in public or community housing sector Knowledge and understanding of NSW Residential Tenancies Act 2010 Good written and verbal communication skills including interpersonal skills and the ability to negotiate Self-motivated with a learning mindset, with experience working autonomously Current NSW driving license |
| Desirable skills | Knowledge and understanding of social support service system Knowledge and understanding of affordable housing Experience at NSW Civil and Administrative Tribunal (NCAT) Degree or relevant experience in social work, social services, community services, welfare, or relevant discipline |



Position summary

As an SGCH Tenancy Manager you place tenant needs at the heart of your service delivery. You are customer service focused and responsive to tenant requests – working to address day to day tenancy matters as quickly as possible and more broadly supporting tenants to link to services they need to improve their health and wellbeing and sustain their tenancy.

The work of a SGCH Tenancy Manager is critical to our business, you are the main point of contact for tenants to access our services and you set the standard for a positive customer experience. As a Tenancy Manager you will help sustain tenancies by proactively managing property care, tenant arrears and debt and anti-social behaviour. You work as part of a team of dedicated SGCH team member including support coordinators and placemaking teams, and external partner organisations with a shared purpose to improve outcomes for tenants and social housing communities.

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

| Tenancy Manager | |
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| 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 Fundamentals of residential tenancies legislation in NSW | Experience – ‘What have you done?’ Worked in a challenging customer service environment Planned and prioritised a busy workload Supported the delivery of services to meet and exceed operational benchmarks |
| Behaviours – ‘What can you do?’ Provide exceptional customer service Work in partnership to sustain social and affordable housing tenancies Deliver improved housing and wellbeing outcomes for our applicants | 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 Tenancy Manager

| Our strategic work areas Your daily work | |
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| 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 |
| Tenancy management and sustaining tenancies | <ul style="list-style-type: none"> • Understand and operate under the provisions of NSW residential tenancies legislation (<i>Residential Tenancies Act 2010</i>) • Work with tenants so they understand their rights and responsibilities under the <i>Residential Tenancies Act 2010</i> • Prepare submissions and manage matters at the NSW Civil and Administrative Tribunal (NCAT) • Support tenants to sustain their tenancies by pro-actively managing tenant arrears and debt • Actively engage with tenants to manage property care issues • Work with team members and support partners, to manage anti-social behaviour and other complex issues facing social housing communities |
| Tenant outcomes | <ul style="list-style-type: none"> • Assist tenants to understand internal and external services available to them and make appropriate links to services they may need • Facilitate tenant meetings to support the resolution of tenant community issues • Contribute to and participate in delivering community development and placemaking activities |
| 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 |



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| | <ul style="list-style-type: none"> • Look for and take advantage of opportunities to learn new skills and develop strengths • Be resilient and able 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 to 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 |
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| Top accountabilities | <ol style="list-style-type: none"> 1. Deliver responsive, respectful and consistent customer centric services 2. Actively manage safety and promote our safety culture 3. Core focus to sustain tenancies through proactive management of tenant arrears and debt, property care and anti-social behaviour 4. Manage a program of home visits to ensure you visit 100% of tenancies in your portfolio in a year 5. Respond quickly to tenant arrears to meet team key performance indicators (KPIs) 6. Support enhanced tenant health and wellbeing by working within our support coordination, placemaking and partnership practice frameworks 7. Respond to broader community issues by holding tenant meetings, and plan and participate in community development and placemaking activities 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 |
| Our values | <ol style="list-style-type: none"> 1. Trust – we take ownership and accountability to build trust 2. Empowerment – we empower our people, partners and our customers 3. Inclusion – we respect differences and treat people equally 4. Creativity – we explore new and better ways of working 5. Honesty – we are responsible, ethical and professional |