

## Rent Assessment Officer Position Description

### SCHCADS Award Level 3

#### Key role details

Rent Assessment Officer	
<b>Reports to (position)</b>	Lead, Income Management
<b>Department</b>	Customers
<b>Location</b>	Liverpool, Bonnyrigg, St Leonards, Redfern (may be required to work at other SGCH office locations from time to time)
<b>Remuneration level</b>	Level 3
<b>Essential requirements</b>	<ul style="list-style-type: none"> <li>Experience in a busy and demanding administrative environment</li> <li>Experience delivering high quality results within required timeframes</li> <li>General IT experience including database entry, Microsoft Word and Excel/spreadsheet</li> <li>High level of data entry accuracy and efficiency, with high attention to detail</li> <li>High level numeracy and analytical skills</li> <li>Strong verbal and written communication skills</li> <li>Self-motivated with a learning mindset, with experience working autonomously</li> </ul>
<b>Desirable skills</b>	<ul style="list-style-type: none"> <li>Experience in rent assessment and/or policy</li> <li>Experience working with individuals from diverse backgrounds and cultures</li> <li>Understanding of social and community housing sector</li> <li>Ability to communicate in a language other than English</li> </ul>



## Position summary

As an SGCH Rent Assessment Officer you will perform administrative and data processing functions associated with the Rent Review process, ensuring decisions on tenant rent levels are made fairly, consistently and in line with policy and procedure. You will also deliver other business-related support functions across the Income Management team and Customers department, as required.

You will be responsible for daily monitoring and end to end completion of incoming rent reviews within prescribed timeframes. Here you ensure that all work is processed in accordance with relevant policies and processes, mainly the Community Housing Rent policy. You work closely with Income Recovery Officers and Tenancy Managers to ensure rent reviews and payments are in place to support sustaining tenancies. This role has a strong focus on data integrity and reporting on/entering any missing data in an accurate manner. You are expected to respond to team member and tenant enquiries in a timely manner, to provide a positive internal and external customer service experience.

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

Rent Assessment Officer	
<p><b>Knowledge – ‘What do you know?’</b>                      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 support your team to deliver services</p>	<p><b>Experience – ‘What have you done?’</b>                      Worked in a challenging customer service environment                      Planned and prioritised a busy workload                      Supported the delivery of services to meet and exceed operational benchmarks</p>
<p><b>Behaviours – ‘What can you do?’</b>                      Provide exceptional customer service                      Provide business support to all other teams to achieve organisation outcomes                      Provide a high level of attention to detail                      Operate as a subject matter expert in the rent review process</p>	<p><b>Personal qualities – ‘Who you are’</b>                      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</p>



## Your work as an SGCH Rent Assessment Officer

Our strategic work areas	Your daily work
<b>Vision, purpose and strategy</b>	<ul style="list-style-type: none"> <li>• 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</li> <li>• Lead a team to deliver great places, thriving people, connected communities</li> <li>• 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</li> </ul>
<b>Customer service</b>	<ul style="list-style-type: none"> <li>• Show respect, courtesy and fairness when interacting with our customers</li> <li>• Respond to customer enquiries and requests with care and urgency</li> <li>• Keep customers informed about issues they have raised and seek feedback to ensure their needs are met</li> </ul>
<b>Rent review</b>	<ul style="list-style-type: none"> <li>• Complete end to end rent reviews within set timeframes</li> <li>• Ensure that all work is processed in accordance with relevant policies and processes, including the Community Housing Rent policy</li> <li>• Operate as an internal and external point of contact and subject matter expert in the rent review process, respond directly to tenants and addressing their concerns about the rent review process</li> </ul>
<b>Sustaining tenancies</b>	<ul style="list-style-type: none"> <li>• Understand and operate under the provisions of NSW residential tenancies legislation (<i>Residential Tenancies Act 2010</i>)</li> <li>• Assist tenants to understand internal and external services available to them and make appropriate referrals</li> <li>• Work collaboratively with Tenancy Managers and Income Recovery Officers to sustain tenancies with a focus on early intervention</li> <li>• Provide ad hoc business support to the wider Customers and SGCH team</li> </ul>
<b>Leadership and teamwork</b>	<ul style="list-style-type: none"> <li>• Work as a team to provide best practice services</li> <li>• Collaborate with teams across our organisation to improve outcomes for customers</li> <li>• Support team members to deliver the best services they can by sharing knowledge and skills, and work together to resolve challenging situations</li> </ul>
<b>Self-management</b>	<ul style="list-style-type: none"> <li>• Work flexibly to adapt and respond quickly when situations change</li> <li>• Be open to new ideas, seek feedback and respond constructively</li> <li>• Look for and take advantage of opportunities to learn new skills and develop strengths</li> <li>• Be resilient and able to work under pressure</li> </ul>



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



Our expectations	Your values and behaviours
<b>Top accountabilities</b>	<ol style="list-style-type: none"> <li>1. Provide responsive and respectful customer centric services in accordance with our Customer Service Standards and commitments</li> <li>2. Actively manage safety and promote our safety culture</li> <li>3. Core focus to support the Income Management and Customers team to deliver responsive services by providing efficient administrative support</li> <li>4. Be flexible and responsive to requests for administrative support from the team, prioritise work in collaboration with team members to meet the highest customer priority first</li> <li>5. Operate as an internal and external point of contact and subject matter expert in the rent review process, respond directly to customers and addressing their concerns about the rent review process</li> <li>6. Accurately complete all rent reviews, within set timeframes</li> <li>7. Respond to broader community issues by holding tenant meetings, and plan and participate in community development and placemaking activities</li> <li>8. Know and understand SGCH policies and processes and apply them with a focus on delivering sustainable housing outcomes for customers</li> <li>9. Apply the Australian Privacy Principles when managing customer information and data</li> <li>10. Attention to detail when inputting and managing customer information and data, within set timeframes</li> </ol>
<b>Our values</b>	<ol style="list-style-type: none"> <li>1. Trust – we take ownership and accountability to build trust</li> <li>2. Empowerment – we empower our people, partners and our customers</li> <li>3. Inclusion – we respect differences and treat people equally</li> <li>4. Creativity – we explore new and better ways of working</li> <li>5. Honesty – we are responsible, ethical and professional</li> </ol>



<b>4 vital behaviours</b>	<ol style="list-style-type: none"><li>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 respect</li><li>2. '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 customers</li><li>3. '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 creative</li><li>4. '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</li></ol>
<b>Our service commitment</b>	<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"><li>1. We provide access to affordable homes and high-quality services for you</li><li>2. We listen and value your views</li><li>3. We explore new and better ways of doing things</li><li>4. We do what we say we will do</li><li>5. We respect you</li></ol>