

Business Support Officer (SWS/MNE) Position Description

SCHCADS Award Level 3

Key role details

Business Support Officer (SWS/MNE)	
Reports to (position)	Senior Project and Business Coordinator (SWS/MNE)
Department	Customers Homes and Places (SWS/MNE)
Location	Hurstville, with relocation to Liverpool and Bonnyrigg (SWS), to Redfern and St Leonards (MNE) mid-2024 and other SGCH offices locations as required
Remuneration level	Level 3
Essential requirements	Clerical experience including typing, record keeping and general administration in a busy environment, 2-3 years experience in an administrative or similar role High numeracy skills and accuracy in dealing with accounts and claims for payment Strong organizational and time management skills Strong verbal and written communication skills General IT experience including database entry, MS Word and Excel/spreadsheet Current NSW Drivers License
Desirable skills	Understanding of social and community housing sector Experience working with individuals from diverse backgrounds and cultures Cert 2 or 3 in Business Administration or equivalent relevant experience

Position Summary

As a Business Support Officer (SWS/MNE), you provide efficient and effective customer support and back office administrative and business-related support across all areas within the Central Services team including responsive maintenance, end of tenancies, property assessments and handypersons.

You will be responsible for providing administration and business-related support which includes invoicing receipts and approvals for contractor payment, manipulation and management of bulk data, tracking responsive maintenance and common area maintenance work, assisting with bulk mailing, filing, data entry and other ad hoc administration duties as required. You will be required to liaise with tenants on occasion to answer queries or take messages.

You are responsible to help with scheduling and delivery of programs of works for fire and life safety compliance (AFSS & Smoke Detector program), along with various scheduled maintenance and compliance services including LAHC/Homes NSW Fire upgrades.

To work at SGCH you are committed to achieving operational excellence and working collaboratively to deliver best practice social and affordable housing services. You value making a positive contribution to local communities and our shared vision for great places for everyone



Your Success Profile

Business Support Officer (SWS/MNE)	
<p>Knowledge – ‘What do you know?’</p> <ul style="list-style-type: none"> 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>Experience – What have you done?</p> <ul style="list-style-type: none"> Supported the delivery of services to meet and exceed operational benchmarks 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>Behaviours – ‘What can you do?’</p> <ul style="list-style-type: none"> Provide exceptional customer service Provide high quality service Provide a high level of attention to detail Build and maintain positive working relationships with multiple partners Work collaboratively to address difficult issues 	<p>Personal qualities – ‘Who you are’</p> <ul style="list-style-type: none"> 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 Senior Business Coordinator

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. • 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. • Manage relationships with stakeholders to ensure a shared focus on improving outcomes for tenants and social housing communities. • Taking responsibility for delivering high quality customer focused services.
Customer service	<ul style="list-style-type: none"> • Promote a culture of respect, courtesy, authenticity and fairness when interacting with customers • Respond to customer enquiries and requests with care and urgency. • Keep customers, stakeholders and colleagues informed about issues they have raised and seek feedback to ensure their needs are met.
Business Support	<ul style="list-style-type: none"> • Providing a full range of business-related support to the team which includes invoicing receipts and approvals for contractor payment, manipulation and management of bulk data, tracking responsive maintenance and common area maintenance work, assisting with bulk mailing, filing and data entry. • Ensuring allocated administrative tasks are completed efficiently and accurately within timeframe required. • Investigation of any complaints and disputes in relation to direct payments and incorrect payments (invoices). • Validate and approve quoted works within delegation. • Collaborating with the team to coordinate new and existing project work (including but not limited to). smoke alarm testing, termite inspection program, compliance programs and other scheduled works and ensure work is completed, invoices are accurate and processed in One Housing. • Ensure constant communication with customers to provide updates . • Assist the wider Customers, Homes and Places team with ad hoc requests, including the CCH team during peak periods.
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. • Actively participate in meetings to discuss performance, KPI's and identified issues.



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 take advantage of opportunities to learn new skills and develop strengths. • Be resilient and able to work under pressure. • Identifying and following safe work practices, and being vigilant about their application by self and others
Business excellence and innovation	<ul style="list-style-type: none"> • Keep up to date with relevant contemporary knowledge and practices. • Understand team and organisational objectives and align your activities accordingly. • Understand the expected performance requirements and support our teams to achieve these objectives • Identify and lead ways to improve systems, project processes, tools and templates to achieve better outcomes. • Lead and implement change management actions arising from improvement initiatives. • Identify resource needs and ensuring goals are achieved within budget and timeframes.
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 data in align with the given program and other information. • Contribute to the collection of data and information on operational performance. • Attend regular 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. Ensure the team delivers responsive and respectful customer centric services in accordance with our Customer Service Standards and commitments including assisting the CCH team during busy periods.2. Proactively manage team safety and promote our safety culture.3. Participate in multiple projects and programs simultaneously with competing priorities including the delivery of programs of works for fire and life safety compliance (AFSS & Smoke Detector program), along with various scheduled maintenance and compliance work and services including LAHC/ Homes NSW Fire upgrades.4. Build and maintain positive relationships with internal and external stakeholders, with a focus on ongoing collaboration.5. Provide effective support for planned, preventative, responsive, services including compliance, fire safety, etc. And Scheduling and management of Smoke Alarm Program to compliance requirement.6. Know and understand SGCH policies and processes and apply them with a focus on delivering sustainable housing outcomes for customers.7. Ensure you apply the Australian Privacy Principles when managing customer information and data.8. Ensure attention to detail and consistency when the team input and manage customer information and data, within set timeframes.9. Processing invoices within agreed timeframes10. Being flexible and responsive to requests for administrative support from the team, prioritising work in collaboration with team members to meet the highest customer priority first11. Attention to detail when inputting and managing tenant information and other data, within set timeframes



Our values

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