

Senior Tenancy Manager Position Description

SCHCADS Award

Key role details

Senior Tenancy Manager	
Reports to (position)	Lead Sustainable Tenancies
Department	Customers
Location	Liverpool, Bonnyrigg, St Leonards, Redfern (may be required to work at other SGCH office locations from time to time)
Remuneration level	Level 5
Essential requirements	<p>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</p> <p>Experience working in a tenancy manager role, or similar, with a community or public housing provider</p> <p>Experience at NSW Civil and Administrative Tribunal (NCAT)</p> <p>Strong knowledge and understanding of NSW Residential Tenancies Act 2010</p> <p>Understanding of network of support services and ability to lead on case coordination approach with support partners</p> <p>Self-motivated with a learning mindset, with experience working collaboratively to share practice</p> <p>Current NSW driving license</p>
Desirable skills	Degree or relevant experience in social work, social services, community services, welfare, or relevant discipline



Position summary

As an SGCH Senior Tenancy Manager you are an experienced social and/or affordable housing tenancy manager, skilled in supporting vulnerable people and families to sustain their tenancies. You are driven by achieving operational best practice and excellence, supporting other team members to learn and grow through training and coaching approaches.

The work of an SGCH Senior Tenancy Manager is critical to our business, you are the main point of contact for customers to access our services and you set the standard for a positive customer experience. You work as part of a team of dedicated SGCH staff and 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

Senior Tenancy Manager	
<p>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 Residential tenancies legislation in NSW and procedures for NCAT</p>	<p>Experience – ‘What have you done?’ Worked in tenancy management in the public, not for profit or private sector Delivered services to meet and exceed operational benchmarks Managed and developed partnerships</p>
<p>Behaviours – ‘What can you do?’ Provide exceptional customer service Work in partnership to sustain social housing tenancies Train and coach team members to build skills and capabilities</p>	<p>Personal qualities – ‘Who you are’ Enjoy working with people for a social purpose Kind, responsive, caring and supportive Work with integrity to deliver the best outcomes for customers</p>



Your work as an SGCH Senior Tenancy Manager

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 • Work with the 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
Training and coaching	<ul style="list-style-type: none"> • Support the delivery of consistent, responsive services by training Tenancy Managers in key policies and processes including quality data and information management • Coach Tenancy Managers to manage complex tenancy issues including conversations with tenants about repaying arrears and debt, manage anti-social behaviour, respond to hoarding and squalor, and prepare for matters at NCAT • Train business support team members to assist in the administration of tenancy matters



Partnership and stakeholder management	<ul style="list-style-type: none"> • Actively manage relationships with formal and informal support partners to deliver on our shared purpose to sustain tenancies • Facilitate a case coordination approach with support partners as a model for supporting tenancies with complex issues • Attend and participate in local support partner meetings and networks to share knowledge and practice
Leadership and teamwork	<ul style="list-style-type: none"> • Lead by example, model a culture of innovation, support, accountability, respect and integrity • 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 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 to monitor operational performance and share information
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
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Our expectations	Your values and behaviours
Top accountabilities	<ol style="list-style-type: none"> 1. Provide responsive and respectful customer centric services 2. Actively manage safety and promote our safety culture 3. Sustain tenancies through proactive management of tenant arrears and debt, property care and antisocial behaviour 4. Manage a program of home visits, ensure you visit 100% of tenancies in your portfolio each year 5. Have oversight of the level of arrears across the team portfolio and support the team to 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. Know and understand SGCH policies and processes and apply them with a focus on delivering sustainable housing outcomes for customers 8. Apply the Australian Privacy Principles when managing customer information and data 9. 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