



## Business Support Officer – Housing Pathways Position Description

### SCHADS Award Level 3

#### Key role details

Business Support Officer – Housing Pathways	
<b>Reports to (position)</b>	Senior Housing Pathways Officer
<b>Department</b>	Customers
<b>Location</b>	St Leonards and 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>	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
<b>Desirable skills</b>	Current NSW driving licence Understanding of social and affordable housing Experience working with vulnerable people including those experiencing homelessness, mental health, domestic and family violence, disabilities, young people and older people



## Position summary

As an SGCH Business Support Officer in the Housing Pathways team, you provide efficient and effective customer service and business-related administration support on a day-to-day basis. The Housing Pathways teams focus is to support customers and housing applicants under the 'no wrong door' policy in accordance with Housing Pathways to provide a consistent standard of housing and streamlined access to services.

In this role you are responsible for providing a range of administration support to the Housing Pathways team including but not limited to, the preparation and coordination of incoming and outgoing correspondence, keeping housing documentation, data entry, organising appointment, managing inbound and outbound phone calls and other relevant task as required.

You always provide a positive customer experience, deliver efficient customer centric services and represent SGCH in a professional manner.

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	
<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 deliver services as a team</p>	<p><b>Experience – ‘What have you done?’</b>                      Worked in a challenging customer service environment                      Planned and prioritised a busy workload                      Delivered services to meet and exceed operational benchmarks</p>
<p><b>Behaviours – ‘What can you do?’</b>                      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</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 Job Title

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> <li>• Speaks in an appropriate tone and uses professional and polite language.</li> <li>• Uses active listening skills and uses paraphrasing to ensure understanding.</li> <li>• Maintains a professional approach in conflict and refers to supervisor where appropriate.</li> </ul>
<b>Administrative support</b>	<ul style="list-style-type: none"> <li>• Provide a full range of business-related support to the team; data entry, rent calculations, schedule appointments and prepare letters for appointments, mail outs, scan and file documents,</li> <li>• Complete allocated administrative tasks efficiently and accurately within timeframe required</li> <li>• Answer the phone to respond to enquires as needed</li> <li>• Demonstrates proficiency in keyboard and data entry skills with speed and accuracy</li> <li>• Discusses and agrees on work priorities with manager.</li> <li>• Demonstrates punctuality and meets agreed schedules and timelines.</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> <li>• Demonstrate an understanding of own role and others in the team.</li> </ul>
<b>Partnership and stakeholder management</b>	<ul style="list-style-type: none"> <li>• Establish trust with stakeholders and works to understand their needs.</li> <li>• Undertake straight forward negotiations around timelines for delivery of service for both internal and external stakeholders.</li> <li>• Participate in community engagement events and activities as required</li> </ul>



<b>Learning mindset and accountability</b>	<ul style="list-style-type: none"> <li>• Understand and utilities relevant work procedures to meet expected standards.</li> <li>• Maintain awareness of company policies and apply it to daily work activities.</li> <li>• Demonstrate an understanding of own role and others in the team.</li> <li>• Demonstrate an understanding of the policies and procedures required to ensure efficient delivery service.</li> <li>• Keep up to date with policy and procedural changes relevant to the role.</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 taking advantage of opportunities to learn new skills and develop strengths</li> <li>• Show resilience and ability 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 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, Trim, Homes 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 provide efficient administrative support for the Housing Pathways team to deliver responsive services</li> <li>4. Demonstrate strong interpersonal skills including the ability to communicate face-to-face with a broad range of customers from diverse backgrounds and cultures</li> <li>5. 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</li> <li>6. Demonstrate a thorough knowledge of products and services available to tenants and applicants and helping them access these</li> <li>7. Know and understand SGCH policies and processes and apply them with a focus on delivering sustainable housing outcomes for customers</li> <li>8. Apply the Australian Privacy Principles when managing customer information and data</li> <li>9. 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>