Head of Customers – Services, South West Sydney (SWS) Region Position Description

Non-Award

Key role details

Head of Customers – Services (SWS)	
Reports to (position)	Executive Director, Customers – Services
Department	Customers – Services
Location	Liverpool, Bonnyrigg, Riverwood (may be required to work at other SGCH office locations from time to time)
Remuneration level	Non-Award
Essential requirements	Experience in a leadership role delivering social and affordable housing services, homelessness services or other related social, community or welfare services. Experience in people leadership, with a focus on coaching and supporting teams to deliver customer centric services and a reputation for building collaborative teams. Experience in driving operational excellence and meeting key performance metrics. Experience in strategic partnership management, identifying and establishing relationships with key partners to deliver enhanced customer outcomes. Proven track record in working with vulnerable people, First People, and people from diverse backgrounds and cultures. Experience managing budgets, resources and a highly reactive work environment. Experience in identifying and implementing risk management strategies. Strong problem solving, influencing and negotiation skills. Very strong written and verbal communication skills. Hold a current NSW drivers license.
Desirable skills	Tertiary qualifications in social work, social services, community development, welfare or relevant discipline. Experience with project management or coordination.

Position summary

As a SGCH Head of Customers – Services you lead a team of over 50 passionate social and affordable housing professionals, delivering services for 3,500 tenancies and providing social housing assistance for people in housing need across Liverpool and Bonnyrigg offices.

You are responsible for delivering high quality, customer centric social and affordable housing services across the region. You are focused on leading a collaborative team that places customer needs at the heart of our service delivery. Your role is to support the team to provide outcomes focused services across the following functions:

- Housing pathways – providing social housing assistance for people in housing need, including assessing applications for social housing, allocating vacant tenancies to eligible households, and facilitating access to temporary accommodation and other private rental assistance products.
- Sustainable tenancies – tenancy management and support coordination services with a focus on sustaining at risk tenancies.
- Placemaking and community development – providing outcomes focused community development services, with a dedicated focus on improving the social and physical environment of large social housing sites.
- Income management – managing tenant rent review process and providing specialist services to manage tenant rent arrears and debt.
- Business and office support – managing reception duties and providing administrative support for the whole team.

To succeed in the role, you are passionate about leading teams to be adaptable to change and responsive to diverse cultures, backgrounds, experiences, perspectives, values and beliefs. A key part of your work is building strategic partnerships with local services with a shared purpose to sustain tenancies and improve outcomes for social housing communities. Supporting the team to identify and build effective partnerships, that make a real difference for our clients, applicants, tenants, and communities. You monitor and manage workflows, prioritise workload while balancing commercial obligations, customers outcomes and risks. You are comfortable working in a fast-paced environment while juggling many competing tasks and still being across a lot of detail.

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

Head of Customers – Services (SWS)	
Knowledge – 'What do you know?' Value and importance of social and affordable housing to individuals and the community. How to lead a collaborative team, working together to deliver customer centric services. How to coach team members to enhance their skills and capabilities by focusing on individual and team strengths.	**Experience – 'What have you done?'** Held senior management positions delivering services to meet and exceed operational benchmarks. Worked in social service delivery, with significant experience working with vulnerable people. Managed and built strategic partnerships focused on delivering enhanced customer outcomes.
Behaviours – 'What can you do?' Deliver improved housing and wellbeing outcomes for our customers. Set clear expectations, support team members to deliver and hold team members to account. Have crucial conversations to address challenging and difficult issues with a focus on outcomes that best serve our customers. Balance competing priorities and manage a reactive workload.	**Personal qualities – 'Who you are'** Enjoy working with a business head and a social heart. Accountable, taking responsibility for your commitments and actions. Kind, responsive, caring and supportive. Work with integrity to deliver the best outcomes for customers.

Your work as an SGCH Head of Customers – Services (SWS)

Our strategic work areas	Your daily work
Vision, purpose and strategy	• 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	• Promote a culture of respect, courtesy, authenticity and fairness when interacting with customers • Ensure customer perspectives are understood and the team is responsive to their needs. • Work with your team and across the business to resolve complex customer issues and needs.
Operational excellence	• Drive high performance across key operational areas; assessment of applications for social housing assistance, allocation of vacant tenancies, minimising tenant rent areas and debt, managing risk of anti-social behaviour, hoarding and squalor, and delivering annual tenant home visit program. • Build understanding and commitment across the team to meet key performance indicators, including indicators that drive the ongoing financial sustainability of the business. • Manage the team budget to ensure expenditure is within budget and monitor for areas of emerging risk.
Partnership and stakeholder management	• Adopt a strategic approach to partnership management, ensuring regular engagement with key partners to ensure operational arrangements are running smoothly and identify areas to enhance and build the partnership. • Support enhanced placemaking outcomes by working closely with local councils and other local partners to build a shared vision for better outcomes for social housing communities and a commitment to deliver together. • Work collaboratively with government and community housing partners to support the delivery of responsive social housing services across the region.
Leadership and teamwork	• Lead by example, model a culture of Empowerment, Trust, Honesty, Inclusion, Creativity. • Build a shared sense of purpose in the team to meet our core objective in sustaining tenancies and improving outcomes for social and affordable housing communities. • Adopt a leader coach approach to support the team with a focus on building the capacity and capability of team members to deliver consistent high-quality services.

Self-management	• Promote and model the value of self-improvement and be proactive in looking for and taking advantage of opportunities to learn new skills and develop strengths. • Work flexibly to adapt and respond quickly when situations change. • Be open to new ideas, actively seek feedback, reflect and integrate feedback to enhance own performance. • Show resilience and ability to work under pressure.
Learning mindset and accountability	• Model and encourage a learning or growth mindset in the team to build a culture of continuous learning, that values evidence and data, constructive feedback and exposure to new experiences. • Ensure accountability across the team; set clear expectations and goals, build a shared understanding and commitment to deliver, and have accountability conversations when expectations are not met. • Address and resolve team and individual performance, in a timely and effective way.
Business excellence and innovation	• Make sure team members understand expected performance requirements to achieve organisational outcomes. • Identify resource needs and ensure goals are achieved within budget and timeframes. • Identify ways to improve systems or processes to achieve better outcomes.
Legislation, policies and procedures	• 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	• Embed systems to support ongoing compliance with government contacts, policies and guidelines. • Support high quality data and information collection across the team to contribute to accurate operational reports. • Use appropriate governance tools, such as meetings, huddles, visual management board (VMBs), to monitor operational performance and share information. • Prepare high quality briefings and reports for executive management and Board on key reforms, projects and operational issues.
Accountability and risk	• 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 these when identified.

	• Identify and manage critical incidents in a timely and effective way. • Speak out against misconduct and inappropriate behaviour.
Information technology	• Use core office software applications such as Microsoft Outlook, Word and Excel. • Manage and update information and workflows in our CRM and other applications where required • Comply with SGCH policies on the acceptable use of technology.

Our expectations	Your values and behaviours
Top accountabilities	1. Ensure the team delivers responsive, respectful and consistent customer centred services in accordance with our Customer Service Standards and commitments. 2. Actively manage team safety and promote our safety culture. 3. Core focus to lead the team to deliver enhanced outcomes for customers with a focus on sustainable housing outcomes and improved social housing communities. 4. Drive operational excellence in delivering housing pathways services to ensure fair and transparent assessment of applications for housing assistance and allocation of social housing products, in line with NSW Government requirements. 5. Drive operational excellence in delivering tenancy and support coordination services with a core focus on working to sustain tenancies through proactive management of tenant arrears and debt, property care and anti-social behaviour. 6. Support enhanced outcomes for social housing communities by driving the delivery of a program of community development and placemaking services. 7. Ensure operational service delivery complies with the following contracts and requirements: National Rental Affordability Scheme (NRAS), Social and Affordable Housing Fund (SAHF), Key Worker Housing and NSW Government general Community Housing Assistance Agreements. 8. Know and understand SGCH policies and processes and apply them with a focus on delivering sustainable housing outcomes for customers. 9. Know, understand and apply SGCH governance frameworks including risk management, compliance, critical incident and safety frameworks. 10. Ensure the team apply the Australian Privacy Principles when managing customer information and data; and support enhanced data governance and data collection through consistent practice.
Our Values	1. Empowerment – we empower our people, partners and our customers 2. Trust – we take ownership and accountability to build trust 3. Honesty – we are responsible, ethical and professional

4. Inclusion – we respect differences and treat people equally
5. Creativity – we explore new and better ways of working