

Position Description

Position Title	Property Coordinator
Department:	Property Services
Reports to:	Property Team Leader Tasmania

Purpose of the Position

To apply professional expertise within the function of Property Coordinator supporting the implementation of strategic objectives and enhancing operational effectiveness across Housing Choices Australia as appropriate.

The Property Coordinator will provide specialist expertise in coordinating the end-to-end process of routine and cyclical maintenance requests for a specific portfolio of properties and undertake administrative duties to support the role, property team and greater Housing Choices Australia as appropriate

Cultural Alignment

Personal alignment with Housing Choices Australia's values is an important part of working with us.

- **We put people first**
- **We work together**
- **We trust and are trusted**
- **We learn and adapt**
- **We strive to be better**

Specific Responsibilities

Accountability of Deliverables

- Execute assigned tasks under the direction of senior leaders.
- Support departmental initiatives by contributing technical expertise.
- Collaborate with peers to achieve project objectives effectively.

Culture, People and Performance Management

- Actively contribute to a collaborative and performance-driven team environment.
- Engage in professional development to enhance expertise and performance.

Vision and Strategy

- Execute tasks that support the implementation of strategic objectives.
- Apply industry insights to enhance departmental contributions to organisational goals.

Governance, Risk and Compliance

- Follow established compliance protocols and contribute to risk mitigation efforts.
- Maintain awareness of governance requirements relevant to role responsibilities.

System Ownership

- Assist in maintaining and refining systems and processes to improve operational effectiveness.
- Provide feedback on process efficiencies and recommend optimisations where appropriate

Stakeholder Collaboration

- Work closely with internal teams and external partners to achieve common objectives.
- Ensure clear communication and coordination across stakeholder groups.

Role Specific Accountabilities

- Actively contribute to creating a high performing and collaborative team.
- Develop solutions and deliver outcomes that reflect HCA's values, priorities, policies.
- Contribute to the development and implementation of best practice in the property coordination role.
- Develop effective internal relationships and collaborations to progress HCA's strategic agenda and outcomes for residents.
- Deliver outstanding customer service for all tenant, contractor, staff, and supplier queries relating to maintenance of properties within your portfolio including management of customer complaints and customer service surveys.
- Timely follow up on maintenance requests to meet legal and regulatory requirements.
- Accurate coordination of workflow of routine maintenance requests from HCA tenants and the Property Officer and issue maintenance requests to contractors that are within delegations.
- Accurate processing of the purchase order system for all work orders.
- Coordinate the organisation and follow up of scheduled cyclic maintenance within your portfolio and ensure all Cyclical (Fixed) Maintenance requirements are completed to defined legislative and company schedules.
- Processing of accounts (Utility accounts) as required in relation to properties, including applying for appropriate rebates.
- Follow up on any open purchase orders to ensure that contractor's payments are processed in a timely manner.
- Processing of all invoices received are accurately processed and authorised.
- Accurate and timely data reporting on property management systems and data spreadsheets.
- Insert team specific responsibilities

You are part of something bigger

We are a diverse, dedicated and collaborative group of people who are strongly committed to making a difference in the community. You will play an integral role in helping us achieve our mission and vision. We provide an inclusive, genuinely positive and connected workplace and everyone working at Housing Choices Australia is expected to:

- Live our values everyday
- Work collaboratively to identify opportunities to deliver improved resident outcomes
- Always provide courteous and professional service
- Contribute ideas, energy and effort into achieving our strategic aspirations
- Establish and maintain excellent working relationships across our organisation
- Participate in ongoing learning opportunities including professional guidance, peer learning,

formal learning, digital learning, knowledge sharing and feedback on performance

- Comply with all organisational policies and procedures, legislation and agreements, including gender equality and respect and occupational health and safety
- Contribute to the development and review of policies and procedures relevant to the role
- Comply with reasonable reporting and accountability requirements of the organisation and all mandatory reporting obligations to third parties and independent bodies, including but not limited to child abuse reporting and public officer reporting under the Independent Commissioner Against Corruption (ICAC) Act 2012

Key Relationships

The Property Coordinator reports to the Property Team Leader and works closely with the relevant Property Officers. The position will also involve consultation with internal and external stakeholders including Housing Officers and approved contractors and suppliers.

Selection Attributes

Knowledge and Qualifications

- Intermediate to Advance skills in the use of the Microsoft Office Suite, particularly in Excel.
- Experience or ability to handle challenging conversations and clients over the phone.
- Experience processing work orders, purchase orders and invoices.
- Experience delivering high quality and efficient administrative work.
- Experience in developing and running operational reports for management.
- Excellent verbal and written communication skills together with Strong interpersonal skills.
- Relevant tertiary qualification in business, strategy, management, community housing, property development or equivalent experience
- Capacity to support change and innovation and deliver creative and leading practice solutions

Experience

- Proven experience and successful track record in a comparable role or discipline(s) in the public/community, private housing sector or transferable sector
- Experience, or ability to acquire skills quickly, in preparing business plans and executing strategy
- Experience in preparing management, business and regulatory required reports.

Skills

- Highly developed written and oral communication skills
- Strong influencing and relationship management skills.
- Ability to lead, motivate, mentor and manage people.
- Well-developed conceptual, analytical and problem solving skills.
- Strong decision making ability.
- Well-developed organisational and/or project management skills including ability to manage conflicting priorities and high work volumes without affecting quality of service delivery.

Other Requirements

- Willingness to undertake all relevant screening and employment checks as applicable for the position and/or as required by HCA
- Sensitivity to and understanding of issues affecting socially disadvantaged groups including people enduring housing stress, people with disability and people from a non-English speaking background
- Current driver's license and willingness to travel across HCA sites and interstate as required.

I acknowledge that this position description outlines the core role requirements and workplace expectations. I understand its intention is to support a focus on key outputs and that flexibility is required in a dynamic, complex and changing environment.

Job Holder _____

Date _____