

POSITION DESCRIPTION



PROPERTY MANAGER

Location: Brighton, VIC
Reports to: Senior Property Manager
Supervises: Nil

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| Primary Purpose: | The Property Manager is responsible for delivering high quality property management for the Horizon Housing Realty portfolio of properties, ensuring relevant legislation, regulations, organisational policies and procedures are followed. |
| Context: | The Property Manager position is a key role in delivering exceptional service to HHR's clients. As a subsidiary of Community Housing Limited (CHL), HHR through its profit-for-purpose strategy contributes to CHL's vision of a world without housing poverty and supports CHL's values, vision and goals. |
| Work Health & Safety: | Ensure all tasks and activities associated to the role's operations comply with WHS legislation, relevant State jurisdiction and HHR health and safety policies, procedures and directions. |
| Responsibilities: | <p>Providing exceptional customer service to our key stakeholders is essential to the successful operation of our property management services. Main activities include~</p> <ol style="list-style-type: none"> 1. Overseeing and managing all communication with stakeholders, including providing information and advice to stakeholders to assist in the sustainability of the tenancies. 2. Working closely with stakeholders and relevant HHR departments to ensure quality outcomes. 3. Coordinating financial and administrative tasks to HHR standards, such as reporting, complaints, compliance, quality and accountability requirements. 4. Maintaining accurate property and tenancy data in all required systems. 5. Managing Residential Tenancy Authority (RTA) Bond processes and loans. 6. Ensuring the timely, accurate, and efficient operation of HHR rental collection and arrears recovery systems. 7. Conducting valuation and condition reports, inspections, tenancy sign up, entry procedures, lease and rent reviews, and exit procedures. 8. Managing and responding to complaints on behalf of owners in portfolio, including managing QCAT processes and administration if required. 9. Liaising with Asset Management team / directly with subcontractors in relation to tenanted and vacated property maintenance. 10. Providing appropriate support to wider team and organisation. |
| Technical Skills, Experience & Qualifications: | <ul style="list-style-type: none"> • Real Estate Salespersons Registration Certificate (mandatory) • Real Estate License (desirable) • Knowledge and understanding of the Residential Tenancies Act, and landlord Insurance processes • 2 years' experience in a similar role • Commitment to the right of every person to good quality housing • Current Driver's Licence • Satisfactory Police Check |
| Key Capabilities: | <p>Client Focus– Supports clients to achieve their goals through provision of quality service. Embraces Diversity – Acknowledges and values diversity and respects difference in all its forms. Technology – Uses technology and software applications effectively in accordance with task requirements Solves Problems – Uses experience and knowledge of work area to assist in the development of solutions for day-to-day problems. Resilience – Achieves work objectives, even in difficult circumstances whilst remaining positive and calm. Transition & Change - Actively participates in and engages with business improvements/changes Leadership– Works as supportive and co-operative team member. Proactive- Creates opportunities and minimises potential problems by anticipating and preparing in advance. Communication - Confidently presents messages in a clear, concise and articulate manner using the most appropriate medium. Nurtures Relationships – Builds and sustains positive relationships. Responds under direction to changes in client needs and expectations.</p> |

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| | <p>Professionalism & Accountability - Takes responsibility for own work tasks, utilises the specialist expertise of others within HHR and contributes own expertise to achieve outcomes for the business unit.</p> |
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