

POSITION DESCRIPTION



PROPERTY ADMINISTRATOR

Supervises: Nil

CHL Capability Band: #1

Primary Purpose:	The Property Administrator is responsible for supporting their team in delivering high quality property management for the Horizon Housing Realty portfolio of properties in the CHL group, ensuring relevant legislation, regulations, organisational policies and procedures are followed.
Context:	This is an important role contributing to CHL's vision of a world without housing poverty and supporting CHL's values, vision and goals. Staff in this role are expected to assume a positive and balanced approach to work. This includes actively working towards a healthy and respectful environment free from harassment and discrimination.
Work Health & Safety:	Ensure all tasks and activities associated to the role's operations comply with WHS legislation, relevant State jurisdiction and CHL health and safety policies, procedures and directions
Responsibilities:	Providing exceptional customer service to our key stakeholders is essential to the successful operation of our property management services. Main activities include~ 1. Maintaining accurate property and tenancy data in all required systems. This is a high priority and requires attention to detail to create and maintain accurate property data 2. Assisting in managing Residential Tenancy Authority (RTA) Bond processes and loans 3. Assisting in ensuring the timely, accurate, and efficient operation of CHL rental collection and arrears recovery systems 4. Working closely with stakeholders and relevant CHL and HHR departments to ensure long term sustainable tenancies 5. Coordinating financial and administrative tasks to CHL standards, such as reporting, complaints, compliance, quality and accountability requirements 6. Assisting in valuations and condition reports, inspections, tenancy sign up, entry procedures, lease and rent reviews, and exit procedures 7. Liaising with Asset Management Unit in relation to tenanted and vacated property maintenance 8. Providing appropriate support to wider team and organisation
Technical Skills, Experience & Qualifications:	• Minimum 1 years' experience in similar role is desirable • Certificate IV in Property Services (Real Estate) - mandatory • Knowledge and understanding of the Residential Tenancies Act, National Residential Affordability Scheme, and landlord Insurance processes • Commitment to the right of every person to good quality housing • Current Driver's Licence • Satisfactory Police and Working With Children's Check
Key Capabilities:	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. Achieves results–Sees tasks through to completion with a commitment to achieving quality outcomes. Technology – Uses technology and software applications effectively in accordance with task requirements Solves Problems – Resolves problems where the solutions are clear-cut and seeks guidance if solution is not obtained. Resilience – Achieves work objectives, even in difficult circumstances whilst remaining positive and calm. Self-Awareness– Seeks feedback from others, understands areas of strengths and weaknesses. Understands impact of self on others Teamwork – Openly shares information, participates and contributes to team discussions and goals. Nurtures Relationships – Builds and sustains positive relationships. Responds under direction to changes in client needs and expectations. Probity – Adopts a principled approach, adhering to CHL's policies and procedures.