



JOB DESCRIPTION

Role: Tenancy Team Leader
Reports To: National Tenancy Manager
Type: Permanent, Ongoing
Remuneration: TBA

ABOUT ENLIVEN HOUSING

Enliven Housing is a registered Specialist Disability Accommodation (**SDA**) provider who strives to provide innovative accommodation to the disability sector. We endeavour to provide the best SDA products in the market and currently have dwellings in Sydney, Melbourne, Canberra, and Adelaide with strong growth expectations supported by a pipeline of dwellings across Australia.

Enliven Housing is changing the way people with disability think about their housing options.

GENERAL OVERVIEW

The Tenancy Team Leader role is pivotal to ensure the delivery of exceptional end-to-end tenancy and property management services resulting in long-term sustainable tenancies. The successful candidate is an experienced tenancy team leader committed to excellent customer service and working with people with disability to achieve great housing outcomes.

Standard office hours are required and from time to time there can be some tasks, travel or meetings that occur outside of normal business hours.

You will be willing to undertake the NDIS worker check which includes a Police check and four learning modules.

SPECIFIC DUTIES

Key duties of the role include:

Enliven Model: Cultivate an in-depth understanding of Enliven Housing's culture, housing model and value proposition.

Strategy: Support the executive to design, develop, implement, and drive the tenancy and property management function in line with business objectives.



Collaboration: Collaborate closely with other Enliven Teams to achieve business objectives.

Leadership: Support an experienced tenancy team focused on delivering high quality services that meet the evolving needs of tenants.

Tenant Management: Manage and oversee tenant onboarding, lease renewals, customer service visits, effective resolution of complaints and sustaining tenancy matters, Tribunal applications and hearings.

Property Management: Maintain high quality dwelling standards through annual property inspections, and responsive and planned repairs and maintenance program.

Financial Management: Effectively manage and oversee rent collection, rent reviews, rent and non-rent arrears for existing and former tenants, vacancies, and voids.

Quality Services framework: Support the organisation to ensure it complies with relevant legislation, quality standards, audit processes, Enliven policies and procedures, and service model.

Risk Management: Engage in the risk assessment process to ensure safety and tenancy sustainability during occupancy, and proactively identify and report emerging issues.

Systems: Effective and efficient use of the property management system to ensure maximum optimisation, accurate data recording and timely reporting.

Relationship management: Build strong relationships within the disability sector including with NDIS participants, advocates, family supporters, NDIA, Shared Onsite Support Providers, Support Coordinators, Allied Health Professionals with a view to supporting sustainable tenancies.

Continuous improvement: Liaise and work closely with National Tenancy Manager to deliver on process improvements that support sustainable tenancies and create policies, procedures and systems that ensure practices are sustainable and scalable.

EDUCATION / EXPERIENCE

- Relevant university degree and/or equivalent professional experience.
- Demonstrated capacity to provide effective leadership, mentoring and guidance.

KNOWLEDGE AND SKILLS

- Understanding of the NDIS framework (desirable)
- Experience in the disability sector (desirable)

- In depth experience in tenancy and property management and a thorough knowledge of the Residential Tenancies Act.
- Understanding of trade function within a domestic setting (desirable)
- Excellent communication and negotiation skills.
- Excellent interpersonal skills.
- Excellent customer service and relationship building skills with a strong 'can do' attitude.
- Strong commitment to learning, meeting deadlines and achieving results.
- Capacity to work consistently individually and as part of a team.
- Capacity to identify challenges and present solutions.
- Exceptional attention to detail and highly organised skills.
- Strong skills with Microsoft Office (Excel, Power Point and Word) and Adobe.
- Professional proficiency in English.
- Extensive network of sector contacts (desirable)

ATTRIBUTES

- **Communication** – Be open to receiving ideas from diverse viewpoints and able to communicate messages so that they are universally understood.
- **Presence** - Demonstrate composure and confidence.
- **Collaboration** - Build partnerships and work with others to meet shared objectives.
- **Innovation** – Move Enliven beyond traditional ways of thinking.
- **Adaptability** – Respond to changes willingly and recognize when to adjust based on the situation.

TRAVEL

Enliven Housing properties are mostly located close to public transport, but driving is a requirement for days you may need to visit multiple sites. You will need to travel interstate and to regional/remote locations from time to time.

COMMITMENT TO DIVERSITY

As a company that strives to build a world where people unite and take action to create lasting change, Enliven Housing values diversity and celebrates the contributions of people of all backgrounds, regardless of their age, ethnicity, race, colour, abilities, religion, socioeconomic status, culture, sex, sexual orientation, and gender identity.