

Position Title:	Tenancy & Property Officer
Reports To:	Tenancy & Property Coordinator
Location/Business Unit:	CBD and other HCM locations as required
Award:	Social, Community, Home Care and Disability Services Award SCHADS Award (2010)
Classification:	Level 4, Pay Point 1

Continuing our Legacy

Hobart City Mission (HCM) has been serving the people of Southern Tasmania for over 166 years. This has only been made possible through the generosity of our supporters and volunteers.

Established in 1852, HCM was the first City Mission in Australia and is the third oldest Mission in the world. HCM offers assistance to those who need it most, in the Southern Tasmanian community, by providing emotional, physical and financial support and guidance. We pride ourselves on developing innovative programs and services that empower people and enable them to participate in community life with a sense of dignity, purpose and self-reliance.

Contributing to our Work Environment

HCM's work environment is centered around team work where we work together to provide support to each other, while as a collective we work to provide support and assistance to those in need in our local community. We respect each other, our differences, our uniqueness and we are proud to be part of an organization that brings people together to support those in need.

Demonstrating Our Values

You will be **honest**, ethical and transparent, building trust and positive relationships with clients, your **team**, and other employees across HCM.

You will be **innovative and passionate** and excited to be part of the HCM team who have a long proud history of providing solutions where none seem to exist, to assist those in need. We are inspired to assist those in need, regardless of circumstance and stature.

We will **respect** you, so you will **respect yourself and your team**. We work together as a professional **team** to accomplish great outcomes for our clients.

Position Overview

Reporting to the Tenancy & Property Coordinator, this position is responsible for assisting with the coordination of all HCM property related matters/issues. This includes providing support with the coordination of leases, rental agreements/payments, inspections, fit outs, furniture and fittings, for employees and clients.

Key Functions

Property Management

Build and maintain positive, professional relationships with tenants, property managers and program managers/coordinators across HCM. Assist with the management and maintenance of all HCM properties, which includes the following:

- Advertise vacant properties
- Liaise with Tenancy & Property Coordinator to understand, negotiate and execute lease terms
- Assist with regular tenant viewings/inspections
- Assist with ensuring rent is paid by due dates, and help to follow up on late payments in compliance with budget expectations
- Respond to client issues, complaints and tenancy issues efficiently and effectively in conjunction with the Tenancy & Property Coordinator

Contractor Management

Build and maintain strong professional relationships with service and maintenance contractors to ensure the following:

- Positive proactive relationships with contractors, meeting with them to improve communication and feedback
- Help to ensure that all HCM Properties are kept in good condition complying with tenancy legislation and living requirements for tenants
- Assist the Tenancy & Property Coordinator to ensure that service agreements are in place, signed and reviewed annually (in conjunction with Business Services Manager)
- Assist with ensuring that repairs and maintenance are conducted in an efficient and effective manner, conducting audits to ensure repairs are completed
- Ensure removal companies service agreements are up to date and understand what HCM require them to do when booked for removals

Office/Retail Stores and Warehouse Management

Manage and maintain all HCM Employee occupied properties which includes the following:

- Build positive, proactive relationships with property owners/property managers (Devine Property etc) for retail stores, meeting with them to improve communication and feedback (in conjunction with Social Enterprise Manager).

Security/Keys & Bins

Manage and maintain security keys/access for all HCM Properties (clients and employee occupied)

- Build positive proactive relationships with all service providers, (Mekina, Bin Company)
- Maintain a key register for every HCM occupied/owned property, conducting bi-annual audits to keep up to date
- Point of contact for extra bins or issues

Administrative/Reporting/Finance

Administer all property documentation as follows:

- Ensure all leases and service agreements are negotiated, completed, signed and filed on a regular basis (maintaining a follow up register for action/auditing)
- Draft property related policies/procedures in conjunction with Business Services Manager and ensure SMT and employees are aware of such policies
- Maintain effective minutes and action/follow up plans from meetings
- Assist the Tenancy & Property Coordinator to provide management reports to Business Services Manager for SMT/Board Meetings
- Ensure all database information is entered and maintained on a regular basis to facilitate up to date and accurate information on all HCM properties
- Ensure all invoices have appropriate approval and are forwarded to finance for payment within billing periods
- Help to ensure all costs/expenditure are within budgets (in conjunction with Business Services Manager)

Skills/Qualifications/Experience

You will be persistent, resilient, assertive, approachable and act with positive purpose towards good client outcomes. You will also demonstrate the following:

- Relevant property/facilities industry experience
- Knowledge and understanding of the Residential Tenancies Act
- Excellent analytical and problem-solving skills
- Excellent time management and organization skills
- Excellent administrative and attention to detail skills
- Excellent written communication/reporting/email skills
- Excellent interpersonal skills, building positive relationships across the organisation

Key Selection Criteria

- Demonstrated high levels of professionalism, honesty and integrity
- Demonstrated ability to work positively with HCM values
- Demonstrated ability to work in a team environment, contributing to wider organisational needs/projects when required
- Demonstrated ability to meet the above skills/qualifications/experience
- Full clean driving license with own transport (travel allowance will be paid)
- Current police check (less than 12 months old) and Tasmanian Working with Vulnerable People Registration

I acknowledge that I have been provided with a copy of this position description and it has been discussed with my manager.

Employee Name: _____

Employee signature: _____

Managers Name: _____

Managers signature: _____

Dated: _____