

# Information Sheet



## Property Officer Vacancy

The Julia Farr Housing Association is a for social profit (NFP), non-government organisation that manages and develops a range of accessible community homes, and works with its tenants and their support agencies on accommodation matters.

Employed through the Julia Farr association, our housing staff have a deeply felt value base about social justice and the rights of people living with disability, especially in respect of choices and inclusion. We value self-starters who are driven to achieve genuine measurable outcomes. If this sounds like you, and if you are a team player with an inquisitive and analytical mindset we are keen to hear from you.

For this role we are looking for an experienced, intelligent person who can coordinate the day to day property and tenancy management issues. Ideally you will come from an environment where your duties have been broad and varied and you are comfortable multi-tasking and taking on new challenges.

As you will see in the attached Role Description, the role involves working with our stakeholders to support the development of best practice landlord–tenant relationships. You will manage tenancy information and generate reports through established data reporting systems. You will also have the opportunity to work as part of a team to develop new accessible housing projects and the refurbishment of existing housing stock. This will see you working with tradespeople, architects and project managers to ensure that the individual needs of tenants are addressed.

This is a role for a person who can build effective relationships with a wide range of people and navigate sensitive issues in a manner which achieves a positive outcome.

If successful, we offer a generous salary with packaging options. We are located in modern, fully accessible offices at 104 Greenhill Road, Unley and offer flexible working conditions which might assist to meet individuals circumstances. The role will be appointed based on merit and people living with disability are encouraged to apply.

We have attached a Job and Person Specification and further general information about the Julia Farr Group is available via our website [www.juliafarr.org.au](http://www.juliafarr.org.au). In preparing your application we strongly encourage you to address the essential and desirable criteria in the Person. Please also include a current résumé.

If you have specific questions please contact 8373 8333 for a confidential discussion.

Applicants are encouraged to apply by close of business 9 August 2010 and applications may be forwarded to:

Office Coordinator  
Julia Farr Association  
PO Box 701 Unley Business Centre SA 5061

We look forward to receiving your application.



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<b>Title of Role:</b>	<b>PROPERTY OFFICER</b>
<b>Term of Appointment:</b>	<b>Permanent (Full time 38 hr per week)</b> Hours of work are negotiable and reduced hours are possible

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## ABOUT THE ROLE

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### 1. Summary of the role's aim

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The Property Officer is responsible for:

- Effective and efficient day-to-day management of property and related issues as part of the Julia Farr Group.
  - Supporting the development of best practice landlord-tenant relationship with a particular focus on accessible community housing and sustainable tenancies.
  - Coordinating the development of new accessible housing projects and the refurbishments of existing housing stock.
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### 2. Main Benefits (Outcomes)

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*[A summary of the measurable benefits that will be brought to the target community]*

The success of this role will be reflected by an improvement in the life chances for people living with disability<sup>1</sup> through:

- Satisfied tenants with sustainable tenancies.
- Professionally managed portfolio of housing stock which meets the needs of tenants
- Increased availability and appropriateness of affordable housing stock.

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<sup>1</sup> Note that throughout this document we acknowledge and support the benefits that family members can also gain from this role

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### 3. Main Deliverables (Outputs)

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*[A summary of what the role will quantitatively produce]*

Contribute to the sound coordination of property matters of the Julia Farr Group by:

- Provision of a professional property management service
  - Development and maintenance of an effective customer focussed relationship with tenants and other stakeholders, including prompt solution focussed attention to complaints
  - Coordinating housing development projects professionally, on time and within budget.
  - Provision of accurate and timely reporting
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### 4. Main work activities (Processes)

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- Establish and maintain current tenancy agreements with all tenants
  - Coordinate repairs and maintenance
  - Complete property inspections in accordance with a property inspection schedule
  - Coordinate new housing design work including liaising with government officers, potential tenants, architects and builders.
  - Produce reports in a timely manner on property matters to meet the needs of management, board and government
  - Complete regular tenant rent reviews in manner prescribed by the Office for Community Housing and the policies of the Julia Farr Housing Association.
  - Review information to ensure property manuals, website, forms and agreements are regularly updated.
  - Develop and coordinate actions to address rental arrears and vacancies within an acceptable range for community housing.
  - Develop and maintain of an effective customer focussed relationship with tenants and other stakeholders, including prompt solution focussed attention to complaints
  - other activities as directed by CEO or delegate
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### 5. Reporting/Working Relationships

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**This role reports to (role sponsor):** Manager Business Operations or delegate

**This role provides formal support and guidance to the following other roles:**

- students, trainees, interns, volunteers etc who may from time-to-time be involved with Julia Farr Association in matters of research, and related activities.

**This role is responsible for maintaining good networks with stakeholders, including:**

- People living with disability, and other people in their lives such as family, friends and other supporters
- Julia Farr Association Team Members
- Board members undertaking Board-mandated work in relevant areas
- Education sector

- Community leaders and NGOs relevant to the work
- Government staff relevant to the work

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**6. Special Conditions** (Such as travel requirements, frequent overtime, etc).

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The incumbent is required to:

- Hold a current licence for a motor vehicle and to travel within the metropolitan area and regional locations as required.

The role demands a commitment to:

- Support the integrity of the Julia Farr Association by maintaining a high standard of personal and professional conduct that supports our values, including:
  - People living with disability having personal authority in their lives
  - Inclusive communities
  - Capacity-building
  - The exercise of ambassadorship
  - The exercise of your best judgement in respect of safeguards for you, your fellow team members, people living with disability and their families, and other visitors to our organisation.
- Support and contribute to the achievement of the Julia Farr Association's goals as set out in strategy and business plan documents;
- Initiate, and participate in, activities in support of best practice, a learning organisation, and the generation of knowledge capital;
- Work outside of normal business hours where this is needed;
- Participate in performance planning and review, as frequently as may be required, but at least annually, and commit to ongoing personal and professional development;
- Be willing to change office location if directed as a result of service development and organisational change;

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Acknowledged by Role Holder ..... /...../.....

Role Sponsor..... /...../.....

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## **ABOUT THE ROLE HOLDER**

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### **Essential Criteria**

1. Demonstrated capacity to coordinate property tenancy arrangements including managing rental arrears and property vacancies
2. Deeply felt value base in support of improving the life chances for people living with disability and their families, especially in respect of choices and inclusion
3. An inquisitive and analytical mindset
4. A self-starter driven to achieve genuine measurable outcomes
5. Demonstrated capacity to build effective relationships with a wide range of people, including tenants, families, service providers and others.
6. Demonstrated capacity to communicate effectively both verbally and in writing
7. Demonstrated capacity to prioritise, work under pressure and meet deliverables relating to budget and timelines.
8. capacity to conduct property inspections in a manner that attends to the needs of complex tenancy arrangements
9. Ability to contribute to the building design process and develop procedures for improving practices relating to building access
10. Effectively coordinate a property portfolio and arrange repairs and maintenance
11. Practical knowledge of the Residential Tenancy Act 1995
12. Demonstrated ability to contribute to the maintenance of a harmonious, safe and healthy workplace, free of harassment, unlawful discrimination and bullying and where diversity is valued

### **Desirable criteria**

1. A relevant tertiary qualification and experience working in a property management environment.
2. Personal insight of what it means to live with disability
3. Using software applications to manage information.
4. Knowledge of legislation & policy settings and how they impact people living with disability