



Job Description

Our vision is “***Human Potential, Realised***”.

Civic Disability Services is a not-for-profit organisation that provides services to individuals with intellectual and psychosocial disability. We aim to create a society where people have the opportunity to realise their full potential, achieve their goals and participate as a valued member of the community.

Role: Tenancy Relationship Partner

Reporting: The role reports to the Property & Facilities Manager

Objective:

The key objectives of the role are to:

1. Build working relationships with tenants to create an effective, personal, and compliant, tenancy experience.
2. Coordinate and own tenancy processes such as annual general meetings, resolution of concerns within span of authority, inspections and general tenancy support.
3. Evaluate tenancy services to make sure they are meeting the needs of tenants and Civic.

Duties and responsibilities:

1. Support the property team to implement the property management and tenancy strategies across Civic.
2. Build working relationships with tenants to make sure that the tenancy experience meets the needs of the tenant and Civic.
3. Support the property team to develop tenancy management tools and guidance materials to improve understanding of the tenancy experience for tenants, leaders and managers and Civic employees.
4. Coordinate and own tenancy management processes such as annual general meetings, resolving concerns within span of authority, carrying out regular inspections, and overseeing tenancy systems.
5. Act as a subject matter expert in relation to Civic's tenancy management system. Support tenants, leaders, managers and other employees to understand how to use the system to create effective tenant experiences. Work closely with the digital experience team in relations to system improvements and updates.
6. Coach, mentor and support tenants, leaders, employees and others to broaden their understanding of tenancy rights and responsibilities to improve the tenancy experience.
7. Act as a member of the property team to support property projects and day to day service delivery. This could include support with inspections, maintenance coordination, contractor coordination, contract management, invoicing and general administration.
8. Complete documentation and reporting to allow tenancy outcomes to be evaluated and monitored. Support the evaluation of tenancy services.



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9. Provide reporting and relevant documentation within Civic and meet relevant legislative reporting.
10. Maintain currency of knowledge of tenancy management bringing fresh ideas and ways to thinking about learning and practice to Civic.

Essential Criteria

- A certificate or diploma in property management or real estate would be a huge advantage, but isn't essential
- Experience in a role in property, community housing, strata, retirement villages or similar. You need to have been responsible for coordinating key services for customers.
- A solid understanding of tenancy rights and responsibilities.
- A passion for creating incredible customer experiences. Tenants are people too and they matter.
- The ability to build strong, effective and professional working relationships based on trust and respect, while maintaining appropriate boundaries.
- A genuine interest in creating a better community and working with people with a disability so they can remain living in, and connected to, the community in which they live.
- An understanding of the needs and vulnerabilities for people with a disability in relation to housing and tenancy would be a huge advantage.
- The ability to organise. You're structured and planned, but you've got the ability to let it all go and run with it when the day throws the unexpected at you.
- The ability to translate sometimes complex concepts, policy and legislative requirements into a language and format that tenants, leaders, employees and others can understand and use.
- Unrestricted Drivers Licence.