



St. Bartholomew's House  
Reconnecting lives.

# EMPLOYMENT OPPORTUNITY

## ADMINISTRATION OFFICER

Tenancy & Property Services

Permanent Part Time (60.8 hours per fortnight)

Based at Lime St, East Perth

Level 4 (commencing salary \$61,315 p/a)

The Tenancy & Property Services team is responsible for managing St Bart's housing portfolio. We act in the role of landlord and work with tenants to maintain long term, sustainable tenancies. The team is also responsible for facilitating the completion of maintenance and upkeep at all properties managed by St Bart's.

### *This Opportunity*

The Tenancy & Property Services is seeking a suitably qualified and experienced applicant to join our team. We are looking for someone who has an understanding of issues related to homelessness, psychiatric illness, and alcohol and drug dependency and who embraces our values of *empowerment, innovation, commitment, collaboration* and *social justice* in their approach to their work.

The Administration Officer is the primary point of contact for all enquiries (internal and external) to the Tenancy & Property Services team. The role provides a comprehensive administrative support function, including the prioritisation, logging, tracking and completion of maintenance requests, preparation of documentation (including invoices) and regular liaison with tenants, staff and contractors.

Relevant tertiary qualification, or lesser formal qualification with substantial experience is an essential requirement. An understanding of guidelines, terminology and process related to property maintenance and residential tenancies would also be beneficial.

### *What We Offer*

As an employee of St Bart's we offer a supportive working environment and a competitive salary as well as access to attractive salary sacrifice benefits. Professional development is encouraged and all staff have access to a comprehensive in-house training program.

### *How to Apply*

Please visit [www.stbarts.org.au/employment](http://www.stbarts.org.au/employment) and review the Job Description for this vacancy. In order to apply, please submit:

- Completed Job Application Form (on our website)
- Resume
- Statement Addressing Job Criteria (criteria are listed in the Job Description)

**Applications should be emailed to Jakky Keenan [hadmin.officer@stbarts.org.au](mailto:hadmin.officer@stbarts.org.au)**

### *More Information*

For queries about the application process please contact

**Jakky Keenan** [hadmin.officer@stbarts.org.au](mailto:hadmin.officer@stbarts.org.au) or 9323 5174

For queries about the position please contact

**Iain Reid** [Coordinator.housing@stbarts.org.au](mailto:Coordinator.housing@stbarts.org.au) or 9323 5173

**Applications to be received by 17 January 2018 at 4.00 p.m.**



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## **JOB DESCRIPTION**

<b>Job Title:</b>	Tenancy & Property Services Administration Officer
<b>Area of work:</b>	Tenancy & Property Services
<b>Location:</b>	East Perth
<b>Reports to:</b>	Tenancy & Property Services Manager
<b>Relationships:</b>	General Manager Operations; Tenancy and Property Services team; SBH staff; clients; contractors

### **Organisation**

St Bartholomew's House helps people who are homeless or at risk of homelessness achieve positive life outcomes.

### **Our Values**

Our values are the guiding principles that drive and support our Mission. They shape the way we approach our work and provide the underlying framework for our decision-making and the services and programs we offer.

#### ***Empowerment***

We create a community where everyone believes they have the ability to make a difference

#### ***Innovation***

We foster an environment where creativity thrives

#### ***Commitment***

We have the courage and determination to make it happen

#### ***Collaboration***

We work together to achieve shared goals

#### ***Social Justice***

We believe everyone has a right to equitable treatment, dignity and compassion

## **Operations Team**

The Operations Team takes in the areas of Finance, HR & Compliance, Tenancy and Property Services and Commercial Services. The Operations Team supports program areas and staff to deliver services to clients, working towards achieving our Mission to assist the homeless of today and act to prevent the homelessness of tomorrow.

### ***Tenancy & Property Services***

The Tenancy & Property Services team is responsible for managing St Bart's housing portfolio. We act in the role of landlord and work with tenants to maintain long term, sustainable tenancies. The team is also responsible for facilitating the completion of maintenance and upkeep at all properties managed by St Bart's.

### **Position Description**

This position is the primary point of contact for all enquiries (internal and external) to the Tenancy & Property Services team. Under the management of the Tenancy & Property Services Manager, the role is responsible for using tenancy management software to log maintenance requests received from tenants and service areas. Working within established guidelines maintenance requests are prioritised and compiled and work orders generated. The role is responsible for passing work orders through to contractors and ensuring jobs are completed as required. Invoices are matched to work orders when received and passed to the Tenancy & Property Services Manager for approval.

The role is required to have a high level of computer literacy and will need to have the capacity to quickly become familiar with the tenancy management software being utilised by the organisation. They will need to ensure compliance with all approved policies and procedures and ensure compliance with occupational health and safety standards when requesting maintenance be completed by St Bart's staff.

The role is also responsible for providing general administration assistance to the Tenancy and Property Services team, which may include file maintenance and records management. They will also be expected to have the capacity to assist with aspects of other roles within the team, such that service delivery is not effected during periods of leave.

### **Job Criteria:**

- Relevant tertiary qualification, or lesser formal qualification with substantial relevant experience
- Understanding of issues related to homelessness, psychiatric illness, and alcohol and drug dependency
- An understanding of terminology and process related to maintenance and residential tenancies would be beneficial
- Demonstrated knowledge of occupational health & safety regulations and practices, relevant standards and legislations
- Demonstrated capacity to manage time efficiently and meet required deadlines
- Demonstrated high level interpersonal, written, verbal and organisational skills
- High level of computer literacy

### Example of key duties

- Collaborate with Coordinators across the organisation to ensure maintenance requests are logged in line with agreed procedures and delegations
- Willingness to innovate and embrace a culture of continuous improvement in all work practices
- Respond to all enquiries within agreed timeframes
- Understanding of the importance of complying with approved policy and procedure, particularly in regard to financial delegations

### Other Requirements

- Current valid WA drivers licence (Class C)
- Applied First Aid (with at least four months validity)
- Police clearance certificate (not more than three months old)

This document is an accurate statement of the job description of this position.

Signed:  \_\_\_\_\_

Print Name: Rob Wilton

### GM Operations – December 2017

#### Employee Declaration

I have read and understood the content of this job description. I acknowledge that I am employed to fulfil this role. I understand that this job description details the skills and capabilities required for the role and that the duties listed are not exhaustive and are provided as examples only.

Signed: \_\_\_\_\_

Employee Name: \_\_\_\_\_

Date: \_\_\_\_\_