



Position Description:

Rent Review Officer

Position Title:	Rent Review Officer
Business Unit:	Customer Service and Support
Reports to:	Team Leader, Customer Service and Support

POSITION PURPOSE

The Rent Review Officer is a key member of the Customer Service and Support team and is responsible for the end-to-end rent review process, including associated compliance and reporting obligations. The role has a key focus on process improvement by ensuring that we continually improve our service delivery and efficiency in this process.

The Rent Review Officer proactively manages customer enquiries and is the primary contact for tenants in relation to communication and resolution of rent review decisions and related matters with a focus to support our tenants to sustain their tenancies.

The role works closely with the Debt Recovery Officer, Community Housing Workers and Corporate Services to ensure that team member and tenant enquiries are responded to in a timely and positive manner.

The role contributes to the overall success and stability of the rental portfolio.

DIMENSIONS

Direct Reports:	0
Indirect Reports:	0
Annual Budget:	N/A

RELATIONSHIPS

- Works in close collaboration with the Corporate Services and Finance Teams
- Work collaboratively with the Customer Service & Support team; provides coaching and training support
- Communicates with staff across all levels and business units of the organisation
- Works with internal management and staff in relation to key accountabilities including projects and continually improving housing services.

DECISION MAKING

As per the Delegation Schedule.

KEY ACCOUNTABILITIES

Key Accountabilities	Key Activities
1. Rent Review	<ul style="list-style-type: none"> • Conduct the rent review process for all Housing Trust properties in line with relevant polices, procedures and tenancy laws. • Review documentation submitted by customers including all customer change of circumstances that impact on rent. • Contribute to the rent calculation for new allocations. • Management of the Housing Trust's Rental Arrears in accordance with Policy.
2. Customer Service and Improvement	<ul style="list-style-type: none"> • Review, map/document and assess internal processes to identify opportunities, improve quality, improve efficiency, improve customer services and service standards and advance organisational outcomes with specific regard to enhancing the utilisation of Greentree tenancy management system. • Provide training to Community Housing Workers regarding Customer Service & Support procedures. • Contribute to the continuous improvement of the organisation by sharing ideas, participating in staff meetings, raising issues, questioning the way we do things and offering solutions.
3. Health Wellness and Safety	<ul style="list-style-type: none"> • Adhere to organisational policies and procedures relating to Work Health & Safety and contributing to a safe work environment.

Duties for this position should not be considered definitive. Duties / projects may be added, deleted or modified in consultation with the position holder as necessary.

QUALIFICATIONS, KNOWLEDGE AND EXPERIENCE

1. Experience in the community housing sector and in similar capacity preferred
2. A relevant tertiary qualification such as social housing, project management and/or experience in a similar role
3. High attention to detail and ability to interpret policies, procedures, relevant regulations and legislation
4. Proficient in using a range of software applications including Microsoft Office Suite and Tenant Management Software
5. Excellent numeric and analytical skills, including high level of data accuracy and speed
6. Experience in providing team support and leadership to coach others in implementing process improvements
7. Excellent time management skills with the ability to be proactive in managing day to day workload and meet deadlines
8. Highly developed communications and interpersonal skills

- 9. High degree of professionalism, integrity, and ethical behaviour
- 10. Strong commitment to the delivery of Housing Trust's Purpose, Vision, and Values

KEY PERFORMANCE INDICATORS

Key performance indicators are determined annually in consultation with the position holder – see individual plan.

Signed: _____ / ____/____
Position Holder Date

Signed: _____ / ____/____
Manager Date

ABOUT HOUSING TRUST

Everyone deserves a decent home.

VISION

What we seek for the world: a decent home for everyone.

VALUES

The things for which we stand: Support, Collaboration, Integrity, Respect.

PURPOSE

What we do, for whom and why: we provide homes, build communities, create opportunities and enrich lives

OUTCOMES

For our clients and our community:

- Our clients make choices and will feel more in control of their home and their lives.
- Our clients feel safe and comfortable in their homes and neighbourhoods.
- Our community is proud of the Housing Trust's work.

Housing Trust is honored to work on the lands of the Dharawal, Jerrinja tribal people of the Shoalhaven, and the Yuin nations. Housing Trust (HT) is committed to building inclusive environments for our tenants, our workforce and the broader community. We celebrate, value and include people of all backgrounds, genders, sexualities, cultures, bodies and abilities.

We are a Tier 1 nationally registered Community Housing Provider with 40 years' service and support to the Illawarra Community.

The Housing Trust (HT) was established in 1983 to prevent homelessness through the provision of community housing. Our core business is to provide quality housing and property management services to around 2000 residents in approximately 1200 homes for people on low to moderate incomes. We have a proven track-record of providing a caring and responsive customer service, listening to our tenants to ensure we are responsive to their needs and working in partnerships with others in our community.

HT operates predominantly in the Wollongong, Shellharbour and Kiama Local Government Areas. Our team shares a deep commitment to promoting community participation and providing support services for our residents including older people, people with a disability, Aboriginal and Torres Strait Islander people, young people and people who were homeless.

HT is a significant contributor to the local economy, turning over \$12 million, employing over 45 people, managing upward of 1200 homes including 244 properties leased from the private sector, and spending \$1.8 million using local maintenance contractors annually.

The Housing Trust is proudly not-for-profit and is governed by an elected Board of Management. As a Public Benevolent Institution HT offers a range of salary packaging benefits in addition to our workplace benefits available to all staff.