

# Position Description

## Administration Support Officer

|                              |   |                        |              |
|------------------------------|---|------------------------|--------------|
| <b>POSITION:</b>             | Administration Support Officer                | <b>REPORTS TO:</b>     | Team Leader  |
| <b>LOCATION:</b>             | All Locations                                 | <b>AWARD:</b>          | SCHCDS Award |
| <b>DIRECT REPORTS:</b>       | N/A   | <b>CLASSIFICATION:</b> | Level 2      |
| <b>DELEGATION AUTHORITY:</b> | Refer to Argyle Housing's Delegation Schedule |                        |              |

### POSITION PURPOSE

The primary purpose of the Administration Officer is to:

- Provide a range of corporate support services to the Operations Team, including administrative, financial and human resources support
- Support the operational environment by the provision of support in management reporting, monitoring and team performance
- Provides primary and first point interface with the community and Tenants seeking housing assistance
- Provides support to the Operations team and acts as liaison between Tenancy Officers and Tenants
- Facilitate and/or deliver products provided by Argyle Housing or relevant stakeholders
- Provide administrative support to their Team Leader, the Operations Manager & Housing Services Manager

| STRATEGIC PLATFORM                 | ACCOUNTABILITIES   | KEY ACTIVITIES   |
|------------------------------------|--|--|
| <b>GROWTH &amp; SUSTAINABILITY</b> | Support Argyle Housing's sustainable growth by assisting the Team Leader to research and prepare information and data that is required for funding submissions, tenders, expressions of interest and other ad hoc and periodic reporting requirements. | <ul style="list-style-type: none"> <li>• Assist with the preparation of reports and data on office operations</li> <li>• Provide and manage all general administrative and clerical services to the office including data input, update of tenant details on IT systems, financial duties including handling and receipt of monies, banking and maintain petty cash</li> </ul> |

A Better Future for Our

*Communities*



| STRATEGIC PLATFORM           | ACCOUNTABILITIES  | KEY ACTIVITIES   |
|------------------------------|---|--|
| <b>COMMUNITY CONNECTIONS</b> | Support Argyle Housing’s strategy of connecting communities by developing and maintaining relationships with local agencies, and support providers, as well as providing referrals and advice to clients in crisis.   | <ul style="list-style-type: none"> <li>• Act as the first point of call for tenants and visitors accessing our services</li> <li>• Maintain a strong relationship with stakeholders to ensure the effective, efficient and compliant delivery of Argyle Housing’s contracts and services</li> <li>• Develop relationships with service providers in order to effectively coordinate and deliver positive outcomes for tenants</li> </ul> |
| <b>PEOPLE AND CULTURE</b>    | Support the development of a high performance culture through participation in training and development opportunities in their region   | <ul style="list-style-type: none"> <li>• Attend coaching, training and development opportunities</li> <li>• Manage the your individual performance</li> <li>• Ensure you have a clear understanding of your role’s KPI’s</li> <li>• Attend regular performance monitoring and reviews with your team leader</li> </ul>   |
| <b>CUSTOMER EXPERIENCE</b>   | <p>Ensure consistent high quality service in their work by adhering to service standards, relevant operations policies and procedures and reporting complaints and appeals to ensure effective resolution.</p> <p>Ensure the team meet their regulatory and performance goals by monitoring and</p> | <ul style="list-style-type: none"> <li>• Report on tenant complaints and escalate as required.</li> <li>• Ensure Operational policy and procedures are identified and implemented</li> <li>• Implement new and revised development of administrative policy and procedures as instructed by managers and in accordance with policy</li> </ul>  |



| STRATEGIC PLATFORM                               | ACCOUNTABILITIES   | KEY ACTIVITIES   |
|--|--|--|
| <p><b>RELATIONSHIPS &amp; COLLABORATIONS</b></p> | <p>reporting on key performance indicators and ensuring compliance with relevant laws, regulations and policies relevant to a tier 1 community housing provider.</p> <p>Support the continuous improvement and development of administrative services in the operations team by continually assisting the team leader with reviewing and improving operations policies, processes and systems.</p> | <ul style="list-style-type: none"> <li>• Stay up to date on changes to laws and regulations affecting tenancy management</li> <li>• Ensure you meet your KPI's</li> <li>• Provide compliance and reporting to support registration requirements.</li> <li>• Assist with the development, review and implementation of best practice, policies and processes</li> <li>• Maintain relevant correspondence and data base as per policy</li> <li>• Assist in workflows for work orders and invoices on IT systems and received by email and/or post</li> <li>• Assist Tenancy Officers in preparing and maintaining leases where required</li> <li>• Assist Access and Demand Officers in maintaining housing applications and tenant registrations</li> <li>• Undertake office management duties, including coordination of team functions and meeting arrangements; maintain information resources and stores</li> </ul> |
|  | <p>Support the Team leader to raise the profile and reputation of Argyle Housing by participating in local networking events and forums, and being an active member of the community housing sector.</p>   | <ul style="list-style-type: none"> <li>• Attend networking functions and interagency meetings and forums</li> </ul>  |



| STRATEGIC PLATFORM                   | ACCOUNTABILITIES  | KEY ACTIVITIES  |
|--------------------------------------|---|---|
| <p><b>WORK HEALTH AND SAFETY</b></p> | <p>Support the Housing Services Manager to provide a working environment that is safe and without risks to the health of employees.</p> <p>Provide adequate training, information and supervision to ensure the health and safety of employees.</p> <p>Provide processes for consultation WHS as set out in legislation.</p> <p>Maintain and enforce the framework for the WHS system in the operations team.</p> <p>Maintain and enforce procedures for identifying hazards, assessing and controlling risks.</p> <p>Maintain and enforce Argyle Housing procedures for dealing with hazardous events.</p> | <ul style="list-style-type: none"> <li>• Maintain a working knowledge and understanding of:</li> <li>• The legal rights and responsibilities regarding WHS</li> <li>• The way WHS is managed in the workplace</li> <li>• What are workplace hazards &amp; how to report them</li> <li>• Preferred ways to control risks</li> <li>• WHS procedures and processes</li> <li>• Workplace designated WHS personnel (i.e.: fire wardens, first aid officers, WHS Officer, etc.)</li> <li>• Take reasonable care that your actions or omissions do not adversely affect the health and safety of other persons</li> <li>• Comply, so far as is reasonably able, with any reasonable instruction that is given by Argyle Housing to allow the compliance with the Act</li> <li>• Cooperate with any reasonable policy or procedure of Argyle Housing relating to health or safety at the workplace that has been notified to workers</li> <li>• Practise and promote Argyle Housing’s Workplace Equity principles by treating fellow employees, volunteers, stakeholders and tenants fairly and equitably and without discrimination</li> </ul> |



## KEY CONTACTS

| Internal:   | External:  |
|---|--|
| <ul style="list-style-type: none"> <li>• Operations Manager (Housing Services)</li> </ul> | <ul style="list-style-type: none"> <li>• Tenants</li> </ul>  |
| <ul style="list-style-type: none"> <li>• Housing Services Manager</li> </ul>              | <ul style="list-style-type: none"> <li>• Contracted staff</li> </ul>   |
| <ul style="list-style-type: none"> <li>• Chief Executive Officer</li> </ul>               | <ul style="list-style-type: none"> <li>• External support partners</li> </ul>  |
| <ul style="list-style-type: none"> <li>• Team Leaders</li> </ul>                          | <ul style="list-style-type: none"> <li>• Local Support Services and Businesses</li> </ul>  |
| <ul style="list-style-type: none"> <li>• Tenancy Officers</li> </ul>                      | <ul style="list-style-type: none"> <li>• Community groups</li> </ul>   |
| <ul style="list-style-type: none"> <li>• Administration Support Officers</li> </ul>       | <ul style="list-style-type: none"> <li>• Local DCJ and other government agencies including local area health services</li> </ul> |

## KEY PERFORMANCE INDICATORS

- Tenant response times are compliant with the Tenant Charter
- Support Team Leaders and Operational staff to meet core KPI's–
  - Vacancy rates and turnaround times are kept within program guidelines -

Tenantable - 14 days

Untenantable - 28 days

Exemptions - Applied within 14 days

- Tenant arrears and non-rent debt 2% on current rent charged
- Property inspections are completed minimum 2 per annum
- 80% Repayment Plans in Kypera
- CHLP Quota is met quarterly

- Support local tenancy staff to maintain practice and performance against the National Community Housing Standards

## QUALIFICATIONS AND EXPERIENCES (Selection Criteria)

- A Business Administration qualification
- Effective communication, interpersonal and liaison skills
- Demonstrated ability to provide quality customer service to a diverse range of clients
- Awareness of the Community Housing sector
- Sound analytical and problem solving skills
- Current Australian driver's licence
- Experience in using a range of IT business and office applications including Microsoft Office
- Well-developed organisational skills, including a capacity for attention to detail, and experience in meeting tight deadlines and achieving results



## ARGYLE HOUSING VISION

To deliver quality housing options and connections to community.

## ARGYLE HOUSING VALUES

**RESPECT** We have regard for the feelings, wishes and rights of everybody

**OPPORTUNITY** We seek out ways to improve and add value to the delivery of our services

**ACCOUNTABILITY** We are accountable for what we do and how we do it

**RESILIENCE** We face our challenges, we learn, and we move forward

## ACKNOWLEDGEMENT OF POSITION HOLDER

I acknowledge that I have read and understood the requirements of the Administration Support Officer position and that I have received a copy of the position description for this role.

\_\_\_\_\_  
Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

CEO  
APPROVED:

SIGNATURE:

DATE:

