



## Housing Administration Officer

Follow your passion, be part of something special with a community housing provider where people are paramount and values are a lived experience

- Be part of an organisation where clients are at the heart of everything they do
- Excellent package, including full salary sacrifice options and 6 weeks leave
- Employer of choice with a proud history and exciting future growth plans

Community Housing Central Australia (CHCA) is an Aboriginal controlled, not-for-profit, Tier 2 registered community housing provider (CHP) based in Alice Springs, Northern Territory.

Established by the Tangentyere Council in 2009, their mission is to improve people's lives by providing safe and affordable homes, with a key focus on addressing the housing problems faced by many Aboriginal people in the Northern Territory. CHCA currently manage 530 social and affordable housing homes including those within the Alice Springs Town Camps and have ambitious growth plans with a number of new development projects underway.

The Housing Administration Officer is a newly created, key position to provide essential administrative support to the Coordinator and Managers to ensure the efficient and effective support of front-line service delivery while customer facing staff are out on the field.

Reporting to the Coordinator, Community Housing Programs, the Housing Administration Officer (HAO) will also provide high quality administrative support of activities that will assist tenants to sustain their tenancy by complying with their core responsibilities under the Residential Tenancies Act (RTA), while ensuring CHCA fulfils its obligations as a landlord.

This is a dynamic role that involves a broad variety of duties, such as arrears management, rent reviews, data entry, program lease template preparation, systems development, reporting and complaints management along with the development of operational procedural guides and workflows.

The successful candidate will have proficient service delivery, time management, administration and communication skills, along with excellent stakeholder engagement and development skills, a comprehensive understanding of the Residential Tenancies Act and a tertiary qualification in either Business Administration, Human Services, Housing Services, Community Services or a related field.

In addition, you will also have excellent cultural awareness and people skills, with the demonstrated ability to effectively communicate and work with people and stakeholders from a wide range of backgrounds and life experiences, some with limited English or English as a second language.

If you are all of the above and passionate about the successful delivery of an organisation's vision and strategic plan and display a high degree of professionalism, integrity and ethical behaviour then we would like to hear from you.

In return you will receive a competitive base salary and an excellent benefits package, including 6 weeks annual leave, full remote Not-for-profit salary packaging options, flexible working arrangements and relocation assistance, if applicable.

To be considered for this exciting opportunity you must have current Australian Citizenship or Permanent Residency status and currently hold or be willing to obtain the relevant clearances and checks that are essential for this role.

For a confidential discussion and more information contact Mark Williams on 0450 311272, for email enquiries and application submissions please forward in Word format to [mark@communityconsultingaustralia.com.au](mailto:mark@communityconsultingaustralia.com.au)

Please note, applications will be reviewed and assessed as received and this position will close when a successful candidate is appointed, only shortlisted applicants will be contacted.