

Hume Community Housing

Administration Officer



Position Title:	Administration Officer, Neighbourhood and Customer Services	Department:	Neighbourhood and Customer Services
Reports To:	Team Leader Neighbourhood & Customer Services		
Direct Reports:	None	Location:	Fairfield
Position Purpose:		Position Dimensions	
<p>The Administration Officer, Neighbourhood and Customer Services is responsible for providing administrative support to the Neighbourhood and Customer Services Team to support the provision of outstanding customer services.</p>		Award Title: Community, Home Care and Disability Service Industry Award 2010	
		Award Level: 2	
		Delegation authority:	

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Key Accountabilities	Key Activities
1. Support the efficiency and effectiveness of the Neighbourhood & Customer Services team by providing administrative and secretarial support that ensures the optimal use of their time and supports the delivery of the service delivery plan and team objectives.	<ul style="list-style-type: none"> • Tenancy & arrears management administration tasks • Adherence to KPI targets for completion of tasks • Support the affordable housing application process • Data entry onto multiple system including SDM • Maintain filing systems • Managing customer enquiries
2. Support the continuous improvement of the services offered to customers by administering and entering data obtained, producing reports to aid planning and decision making.	<ul style="list-style-type: none"> • Enter customer survey responses into the relevant systems • Data collection and entry into relevant systems
3. Provide Administrative support to Neighbourhood and Customer Services staff as and when required.	<ul style="list-style-type: none"> • Administrative support- Housing Options Team, Collation of supporting documents for social and affordable housing applications • Filling, scanning and data entry related to tenancy management activities including customer wellbeing visits, block meetings and customer events • Provide administrative support to the Income Recovery team • Support CSO front counter staff with scanning, printing and filling

Qualifications and Experience

The following experience is desirable for this role:

Some experience, knowledge and understanding of Community Housing Sector, Residential Tenancies Act 2010

Intermediate Microsoft Office

Qualifications may include:

- Certificate III in Business Administration, customer services or equivalent experience

Hume Key Competencies

	<p>Social Awareness: Understands cultural and social differences inside and outside of the organisation and uses this knowledge to guide communication and behaviour. Advocates for the rights of others and demonstrates a commitment to minimising the organisation’s carbon footprint.</p>	
	Demonstrates environmental awareness	Level 1
	Demonstrates social awareness and a commitment to social justice	Level 2
	Values diversity	Level 2
	<p>Customer focused: Keeps customers (internal and external) as the focal point of all activity. Actively seeks to delight customers through excellent service and maintaining a commitment to customer communication and consultation.</p>	
	Committed to service excellence	Level 2
	Engages and consults with customers	Level 1
	<p>Personal and Professional Excellence: Develops and maintains an understanding of the internal and external environment and takes responsibility for delivering work outcomes with efficiency, professionalism and integrity. Demonstrates a commitment to personal development and improves specialised technical/professional knowledge and skills to achieve personal and organisational goals.</p>	
	Actively maintains sector knowledge and business awareness	Level 1
	Acts with professionalism and personal integrity	Level 2
	Plans and organises (including strategic planning)	Level 1
	Develops and maintains competencies	Level 1
	<p>Operational Excellence: Delivers best practice outcomes for customers and the organisation by demonstrating a commitment to consistent quality standards and continuous improvement. Adopts and/or implements strategies, policies, procedures and systems that ensure efficient and effective business operations within the relevant legislative and compliance framework.</p>	
	Develops and maintains workplace policy and procedures	Level 1
	Strives for consistent quality standards and continuous improvement	Level 2
	Supports and manages change	Level 1
	Uses and harnesses technology	Level 2

Manages risk, compliance and the corporate governance frameworks	Level 1
Builds Strategic Relationships and Partnerships: Actively seeks to build effective relationships and partnerships inside and outside of the organisation to support the achievement of personal and professional goals and the continuous growth and success of the organisation. Works collaboratively with all stakeholders, including competitors, considers the needs of others, and enthusiastically supports all team members achieve their objectives.	
Builds relationships and networks	Level 1
Collaborates and works effectively in a team	Level 2
Leadership and Managing People: Creates and communicates a clear vision and direction for the business and ensures all staff are clear on their part in achieving that vision. Motivates staff to achieve their goals through inspirational leadership, developing and managing performance in an environment where people can reach their full potential.	
Develops and communicates the vision	Level 1
Demonstrates leadership	Level 1
Demonstrates excellence in people management	Level 1
Project Management: Participates in and/or leads successful projects using strong communication and organisational skills to balance conflicting priorities and manage resources. Manages programs of work using effective project management methodologies and tools.	
Excellence in program and project management	Level 1
Communication: Builds credibility and trust through effective and appropriate communication skills with all stakeholders. Listens, interprets and conveys information in a clear and accurate manner, provides timely delivery of information and selects the most appropriate method of communication to suit specific situations in order to win support, gain cooperation or overcome objectives and barriers.	
Effective verbal communication	Level 2
Excellent written communication	Level 2
Negotiates with skill and influence	Level 1
Resolves issues and conflict	Level 1
Problem Solving and Decision Making: Identifies and analyses situations and/or issues, considers options, develops solutions and implements and monitors appropriate solutions.	
Analytical thinking and problem solving skills	Level 2

Manages Resources, Assets and Sustainability: Effectively manages and values the organisation’s financial resources, assets and equipment. Ensures the organisation remains viable and sustainable through best practice purchasing protocols, monitoring supplier performance and ensuring all purchasing decisions support the business strategy and offers value for money.

Financial management

Demonstrates sustainable procurement practices

Level 1

Level 1