



# ALLOCATIONS OFFICER

## POSITION DESCRIPTION

### POSITION DETAILS

Job title	Allocations Officer
Reporting to	Allocations and Reporting Manager
Direct reports	Nil

### ORGANISATION OVERVIEW

City West Housing (CWH) is an independent not for profit housing provider with a focus on developing and delivering affordable rental housing. We invest in the communities in which we operate, working closely with a range of partners to build stronger communities. We are a Tier 1 registered community housing provider with strong development capability and a commitment to service delivery.

### OUR PURPOSE

To build stronger communities and improve people's lives by providing affordable housing.

### WORKPLACE VALUES

Our values inform the way we work and how we operate our business.

*Integrity: We act in accordance with our values by doing the right thing.*

*Compassion: We are genuinely concerned about people.*

*Inclusion: We seek to create a culture where everyone feels valued, heard and included.*

*Accountability: We will accept responsibility for our actions and behaviours, both as individuals and collectively.*

### PURPOSE OF THE POSITION

**Improve people's lives** through the timely and equitable management of property allocations in accordance with City West Housing's (CWH) Purpose, Values and Strategic Plan, and through promoting an awareness of Affordable Housing in the market to help build the CWH housing register of suitable applicants.



## KEY RESPONSIBILITIES

- Support the Allocations & Reporting Manager to maintain the CWH housing waitlist and manage end-to-end allocation of properties in accordance with CWH policies and procedures Affordable Housing Guidelines and the Residential Tenancy Act, including:
  - eligibility processes
  - rent calculations
  - condition reports
  - tenancy sign ups
  - vacancies and exits
  - complaints management
- Maximise income by minimising rent loss through effective management of vacant homes and the lettings process.
- Manage all customer complaints concerning the allocations process in accordance with policy and use feedback on service delivery to drive continuous improvement of services.
- Work collaboratively with CWH teams to identify opportunities to enhance quality of living, resident satisfaction and delivery of housing projects.
- Ensure accurate, confidential and meaningful resident records are maintained in accordance with legislative obligations (i.e. Privacy Act) in the system.
- Ensure resident and property records are kept up to date in line with CWH policies and procedures
- Comply with the NSW Residential Tenancy Act (2010), the National Regulatory System for Community Housing, the National Rental Affordability Scheme, the Privacy Act (1988) and relevant policies and procedures, including WHS obligations.
- Assist the Allocations Manager with other tasks and projects as needed and cover leave as required

## KNOWLEDGE, SKILLS AND COMPETENCIES

KEY REQUIREMENTS	DEFINITION
Qualifications / Experience	<ul style="list-style-type: none"> <li>▪ Certificate IV in Community Services or Real Estate Licence or equivalent relevant experience</li> <li>▪ Experience executing projects including research, delivery and evaluation</li> <li>▪ Proficiency with Microsoft Office software</li> <li>▪ Familiar with the Residential Tenancy Act</li> <li>▪ Valid NSW Drivers Licence</li> </ul>
Coordination	<ul style="list-style-type: none"> <li>▪ Able to manage competing demands and rapidly adjust to change, delay or unexpected events</li> <li>▪ High attention to detail</li> </ul>
Dependability	<ul style="list-style-type: none"> <li>▪ Takes responsibility for own actions</li> <li>▪ Demonstrated ability to work under pressure, multi-task conflicting demands, meet deadlines and work independently</li> <li>▪ Keeps commitments and ensures responsibilities are covered if absent</li> </ul>
Problem Solving	<ul style="list-style-type: none"> <li>▪ Uses reason to identify and resolve problems in a timely manner</li> <li>▪ Gathers, analyses information and develops effective solutions</li> </ul>

KEY REQUIREMENTS	DEFINITION
Communication & Interpersonal Skills	<ul style="list-style-type: none"><li>▪ Strong written and spoken communication combined with an ability to influence, persuade and negotiate to achieve positive outcomes.</li><li>▪ Displays good emotional intelligence</li><li>▪ Shows respect and sensitivity for diversity</li><li>▪ Works well in a team environment</li><li>▪ Proactively offers support to others</li></ul>