



JOB DESCRIPTION FORM

SECTION 1 – OFFICE IDENTIFICATION

TITLE	PROPERTY SERVICES OFFICER	DIRECTORATE	SERVICE DELIVERY
POSITION NUMBER	GENERIC	BRANCH	HOUSING SERVICE DELIVERY
CLASSIFICATION	LEVEL 3	SECTION	
LOCATION		SALARIES AGREEMENT/AWARD	PSGOGA
REVIEWED BY	BELINDA GOUGH	EFFECTIVE DATE	17/4/2008

SECTION 2 – REPORTING RELATIONSHIPS

TITLE	REGIONAL MANAGER
CLASSIFICATION	LEVEL 8

Responsible to

TITLE	
CLASSIFICATION	

Responsible to

THIS ROLE

Other roles reporting directly to the Line Manager.
Title and Classification

Roles under <u>direct</u> responsibility		
Title	Classification	Number of FTE's
Nil		

SECTION 3 – ROLE STATEMENT

To manage, control and monitor the property maintenance functions for a designated number of properties within the Housing Management Services area as part of a team, ensuring compliance, accountability and quality control is maintained.

SECTION 4 – STATEMENT OF DUTIES

This position reports to a local manager within a Region as part of the Housing Management Services Portfolio. There is ongoing contact with Departmental staff at a range of levels, other agencies and organisations and daily contact with tenants face to face, by phone and in writing.

Housing Management Services will play its part in building better communities by:

1. **OUTCOMES** Establishing mutually responsible relationships with our customers to promote positive and sustainable housing outcomes.
2. **SOLUTIONS** Understanding our customers through effective assessment, and matching housing solutions to their needs.
3. **SUPPORT** Being attuned to our customers existing and emerging needs, and activating appropriate support services.
4. **FAIRNESS** Consistently promoting and applying the principles of substantive equality, natural justice and procedural fairness.
5. **IMPROVE** Engaging with our customers and stakeholders to help us continuously improve our products, services and processes.

Housing Management Services manages approximately 39,000 tenancies across the State. Government Regional Officers Housing (GROH) and Community Housing (rental housing managed by local government or non-government not-for-profit organisations) and Bond Assistance (interest-free loans to obtain accommodation in the private rental market) fall under the Housing Management division, with close links to Aboriginal Housing. The Department also has a strong focus on providing home ownership opportunities to public housing tenants.

SECTION 5 – STATEMENT OF DUTIES

Duty No.	
1.	Customer Service
1.1	Apply and work within DHW's Customer Service Charter and Housing Management Services' Guiding Principles.
2.	Property care and maintenance
2.1	Control, co-ordinate and initiate maintenance and minor works for allocated rental properties (including GROH where applicable), monitor progress and ensure satisfactory completion of maintenance work in accordance with delegated authority.
2.2	Call quotes as required for refurbishment of properties and monitor progress of works through to completion of project.
2.3	Provide a general scope of works for redevelopment properties when required.
2.4	Initiate maintenance and minor works, monitor progress and control maintenance expenditure for a given number of rental properties within allocated budget.
2.5	Prepare budget submission for maintenance and minor works within allocated round and provide variance reports as required.
2.6	Authorise for payment, contractor job orders and other miscellaneous payments within delegated authority.
3.	Risk Management
3.1	Manage inventory for vacated properties that require Department of Consumer Employment and Protection approval.
3.2	Carry out Pre Vacation inspections of properties (including GROH where applicable) to ensure compliance with tenancy conditions and minimal debt to client and the Department.
3.3	Liaise with and monitor contractor performance to ensure that work is completed to Housing Management Services standards and direct remedial action as necessary.
4.	Development

4.1	Carry out a range of other duties, which may include opportunities to act in more senior roles and relieving at other branches in the Region.
4.2	Work in a manner consistent with Departmental practices, policies and values
4.3	Keep your own skills and knowledge up to date
4.4	Coach and/or mentor more junior staff
4.5	Identify and act on opportunities for increased effectiveness and efficiency in the Branch.

SECTION 6 – KEY ROLE RESPONSIBILITIES

<i>Property care and maintenance:</i> ensuring properties are maintained and cared for in a way that meets Agency and statutory requirements	60%
<i>Risk management:</i> ensuring contract compliance, accountability, and quality control are maintained	25%
<i>Development:</i> working in a manner consistent with Departmental practices, policies and values, coaching and mentoring others, keeping your skills and knowledge up to date, identifying opportunities for improvement	15%

SECTION 7 – ELIGIBILITY REQUIREMENTS

You will need to be;

- Be willing and able to work in other other positions at the same level within the Region
- Have Australian permanent residency at the time of applying.
- Obtain a current National Police Clearance if you are successful.
- Hold and maintain a current WA 'C' Class Driver's Licence
- Be prepared to undertake out of town travel, which may include overnight or extended stays

SECTION 8 – ROLE RELATED REQUIREMENTS

Duty No.	You will need to be someone who can show us they have a proven track record for:
1	Delivering outstanding service to customers every time – especially when circumstances are challenging and problems difficult to resolve.
2	Undertaking vacant property maintenance inspections and other related aspects of property maintenance, upgrade and improvements.
3	Keeping track of a wide variety of tasks and getting things done correctly and on time.
4	Relating to, and working with, people from all walks of life and showing respect for their cultural differences/needs, in particular, those of Indigenous people.
5	Making yourself understood in an appropriate way when speaking or writing to others, often in response to sensitive issues.
6	Identifying opportunities to improve the way things get done.
7	Supporting their own and others' development.
To progress to Level 4 the substantive occupant has been at the top of their substantive Level 3 salary range for a period of at least 12 months and meets all the prescribed criteria for the level 4 classification.	
It would be useful, though not essential, if you have a building trade related qualification and/or experience in the building industry.	

