

Job title National Tenancy Manager
Area: Tenancy & Property Management
Reports to: CEO

Organisation Overview

- Enliven Housing is a registered SDA provider who strive to provide innovative properties to the disability sector.
- We endeavour to provide the best Specialist Disability Accommodation (SDA) products in the market and currently have sites operational in Sydney, Melbourne, Canberra, and Adelaide. There will be sites in Perth and Brisbane medium-term.
- Enliven Housing has a strong commitment to bring new technology to this space through the introduction of Assistive Technology (AT) in all our developments.
- Enliven Housing aims to educate the market about new opportunities for housing options not previously supported under the NDIS.
- Enliven Housing changes the way people with disability think about their housing options.

General Overview

As part of a collaborative 'hands on deck team' as a National Tenancy Manager, you will oversee and develop a team to create a comprehensive, sensitive, and efficient housing management service for the benefits of our tenants. You will have the ability to liaise with a range of internal and external partners, the experience of managing a maintenance and repairs unit, show a commitment to sustaining tenancies whenever possible and express a commitment to working with people with disability to achieve great housing outcomes. Your experience in reviewing processes and map the big picture will be a tremendous asset in Enliven Housing's fast development pipeline that will happen over the next 5 years.

Specific Duties

Enliven Housing is looking for an experienced Manager who has capacity to provide effective leadership and management at a senior level, to improve organisational efficiency and deliver strategic planning outcomes.

- Ensuring the effective delivery of all housing services
- Strategically create, lead and support growth of the Tenancy team by developing, implementing, and adapting a service delivery model that is customer-focused and scalable interstate.
- Deliver on internal and external KPIs, financial targets, program, contract renewal, and compliance obligations.
- Lead the process for configuring, and updating PropertyMe™ to ensure maximum optimization, security, and compatibility within our current I.T. landscape which includes MYOB™ and HubSpot™.
- Maintain strong relationships with On-Site Support Providers, and the Tenant's: Support Coordinators, Occupational Therapists, Allied Health practitioners, formal and informal supports.
- Support the CEO build and maintain a strategic and performance culture through effective leadership and management systems, practices and processes which drive quality and consistent performance, develops employee capability and contribution in a collaborative and innovative environment of trust and accountability.
- You will start on circa 70 properties and grow to 500. We bring on approximately 10 new properties per month.
- Sustain tenancies by ensuring the team conduct property inspections and provide responsive and programmed maintenance.
- Ensure Tenants and owners receive a timely and effective answer and follow-up.

Key Responsibilities

Housing Services

Strategically lead, develop, and support the tenancy team by developing, implementing and adapting service delivery models and business practices which are customer and impact focussed and meet internal and external KPIs, financial targets, program, contract, and compliance obligations.

Financial Management

Ensure Tenancy meets operating budget and financial KPIs by driving, monitoring and reporting on adherence and variation, effective contract and resource management and implementing corrective actions as required.

Tenant and Community Engagement

Drive sector and community strategies through supporting the work of Enliven Community and Community Cooperatives.

Business Strategy and Communications

Strategically support the CEO to develop the reputation, capability, and capacity of the business both within the organisation and in the broader community by supporting the identification of new opportunities and development of business plans; and ensuring the business is ready and responsive to growth, opportunity, and change.

Reporting, Risk and Compliance

Work in partnership with our Operations and Compliance Manager to ensure leading practice and compliant systems and processes are in place across Tenancy.

Executive Manager Responsibilities

Support the CEO build and maintain a strategic and performance culture through effective leadership and management systems, practices and processes which drive quality and consistent performance, develops employee capability and contribution in a collaborative and innovative environment of trust and accountability. Members of the Executive Management Team contribute to the whole of business strategy and commit to and display the leadership and behavioural expectations of the business.

Education

- Relevant business or human services degree and/or equivalent professional experience.
- At least three years senior management experience in housing or a related field.
- Demonstrated capacity to provide effective leadership and management at a senior level, to improve organisational efficiency and deliver strategic planning outcomes.
- Well-developed communication and negotiation skills and the ability to develop stakeholder relationships.
- Demonstrated social awareness and a commitment to improving outcomes for vulnerable and disadvantaged tenants groups through leading community and tenant engagement strategies.
- Eligible to pass the NDIS worker screening which involves Police checks across multiple state jurisdictions.

Knowledge, Skills and Abilities

This role is committed to inspiring a high-performance culture amongst those you will lead

- VITAL: Proficiency in English written and spoken
- VITAL: Excellent customer service, ability to prioritise and negotiate
- VITAL: Strong commitment to meeting deadlines and achieving results
- VITAL: Strong skills with Microsoft Office Suite
- VITAL: Comprehensive understanding of technical and trades' functions in a domestic setting
- VITAL: Current driver's licence (any state/territory).
- DESIRED: Experience with PropertyMe™ or other property scheduling software
- DESIRED: Experience in the disability sector, even as a volunteer.

Attributes

- **Communication** – Be prompt and responsible and respectful.
- **Presence** - Demonstrate reliability and willingness.
- **Collaboration** - Build trust and work with others to meet shared objectives.
- **Adaptability** – Be open to doing things differently or working around problems.
- **Resilience** – Some people that we work with can get easily frustrated, you will need to exercise discretion, maturity, and calmness.
- **Autonomy** – ability to work unsupervised.

Travel

Enliven Housing properties are close to public transport, but driving is a requirement for days that might require transiting from different suburbs. You will travel interstate where Enliven Housing have properties.

Enliven Housing's Commitment to Diversity

As a company that strives to build a world where people unite and take action to create lasting change, Enliven values diversity and celebrates the contributions of people of all backgrounds, regardless of their age, ethnicity, colour, abilities, religion, socio-economic status, culture, sexual orientation, and gender identity.

The package

This role will be based in our headquarter in Granville, however when required, you may work from one of the properties. We can meet participants in their home or at a facility which would require you to have up-to-date vaccinations for the SarsCov2 virus.

Standard office hours are required and from time to time there can be some task, travel or meetings that occur outside of normal business hours.

Standard inclusions include travel allowance, a laptop and a phone.