Role description and person specification

Inclusive Statement: The Julia Farr group leads with values and beliefs to ensure we are an inclusive employer that enables our staff to develop their potential, bring their full self to the workplace and assist in creating world where people with disability are given equal opportunities to participate in all aspects of life.

1.0 Contract Specifics

Role Title:	Data and Maintenance Officer
Role Term:	12 months
Role FTE:	1.0 FTE (38 hours per week)
Role Location:	104 Greenhill Road, Unley
Role Remuneration Range:	SCHADS Social and Community Services Employees Level 3

2.0 The Role Aim

The Data and Maintenance Officer will play a key role in supporting the integrity, accuracy, and management of property and tenancy data within the inhousing Chintaro system.

The role will also support maintenance coordination, reporting, and project activities to improve operational efficiency, compliance, and service delivery outcomes across the organisation.

3.0 The Role Benefits

The success of the Data and Maintenance Officer role will contribute to improved outcomes for people with disability through:

- Maintaining accurate and reliable property, tenancy, and maintenance data.
- Supporting timely maintenance coordination and reporting.
- Improving organisational efficiency and data quality.
- Supporting informed operational and strategic decision making.
- Assisting the organisation to meet compliance and reporting obligations

4.0 The main deliverables

To achieve the above benefits, the Data and Maintenance Officer is responsible for the following deliverables:

- Chintaro property, tenancy, and maintenance data is accurate and up to date.
- Maintenance records, work orders, and contractor information are recorded accurately and in a timely manner.
- Maintain accurate rent records through daily data entry and reconciliation activities.
- Internal maintenance and operational reporting is completed within required timeframes.
- Data quality issues are identified and resolved in a timely manner.
- Support is provided for maintenance, asset, and operational projects as required.
- System improvements and process efficiencies are identified and implemented or escalated where appropriate.

5.0 The main work activities

To produce the above deliverables, the Data and Maintenance Officer will undertake the following work activities:

Data and Systems Administration

- Maintain accurate tenancy, property, maintenance, and contractor records within the Chintaro system.
- Administer rental income processes, including payment imports, rent charging, daily reconciliations, and month-end validation of tenancy and financial data to ensure accurate record keeping and reporting.
- Monitor and improve data integrity across operational systems and registers.
- Conduct regular data audits and identify inconsistencies, gaps, or errors.
- Generate reports to support operational, maintenance, compliance, and management reporting requirements.
- Support system upgrades, testing, implementation activities, and continuous improvement initiatives.
- Assist with the development and documentation of processes and procedures relating to data management and maintenance administration.

Maintenance Coordination and Administration

- Coordinate and monitor maintenance requests, work orders, and contractor updates.

- Liaise with contractors, tenants, and internal staff regarding maintenance matters.
- Monitor maintenance completion timeframes and escalate outstanding issues where required.
- Maintain contractor documentation, compliance records, and related registers.
- Provide data management support to planned maintenance, asset inspections, and project-related activities.
- Assist with tracking maintenance expenditure and reporting requirements.

Project and Organisational Support

- Contribute to organisational project activities relating to systems, maintenance, asset management, and operational improvement.
- Support implementation of process improvements to enhance efficiency and service delivery.
- Participate in internal meetings and planning activities.
- Ensure ongoing compliance with Work Health and Safety (WHS) requirements and organisational values, promoting a safe, respectful, and collaborative workplace.

6.0 Reporting relationships

To guide and support the above work, these are the key Line Support relationships for the Data and Maintenance Officer.

Responsible to:

- CEO or delegate, and which may be adjusted in line with the needs of the organisation.

Responsible for:

- N/A

Good relationships with:

- Wider inhousing and IT team.
- Contractors and service providers.
- Tenants and stakeholders.
- External community housing and disability sector representatives.

7.0 Commitments expected of all staff

To guide and support the aims and benefits of the role, of other roles in the organisation, and of the organisation's positive workplace culture and standing, the role demands an active and consistent commitment to:

- People with disability having personal authority in their lives ('Personhood').
- People with disability having active valued membership in community life and the economy ('Citizenhood').
- People with disability having opportunities to grow in support of the above ('capacity-building').
- The exercise of diplomacy and ambassadorship with external stakeholders, to advance and uphold the organisation's standing.
- The exercise of diplomacy and cooperation with internal stakeholders to support a harmonious, collaborative, and respectful workplace culture where diversity is valued.
- Proactive, respectful, truthful, and solution-focused responses to conflict.
- The exercise of reasonable and sound judgement in relation to safeguards for self, fellow team members, tenants, and stakeholders.
- Support and contribute to the achievement of organisational goals as set out in strategic and business planning documents.
- Participate in activities that support continuous improvement, learning, and good practice.
- Participate in performance planning and review processes and commit to ongoing personal and professional development.

8.0 About the person in the role

Essential general criteria for the person to be suitable for the role include:

- Strong commitment to improving outcomes for people with disability and vulnerable community members.
- Strong attention to detail and analytical capability.
- Demonstrated ability to manage competing priorities and achieve outcomes within required timeframes.
- Demonstrated ability to work independently and as part of a team.
- Strong written and verbal communication skills.
- Demonstrated ability to build positive working relationships with internal and external stakeholders.
- Commitment to contributing to a safe, respectful, and inclusive workplace culture.

9.0 Essential specific criteria for the person to be suitable for the role, include:

Essential criteria include:

- Experience maintaining databases and administrative systems.
- Strong computer literacy and data management skills.
- Experience coordinating administrative or maintenance-related processes.
- Experience adhering to reporting schedules.
- Ability to analyse and interpret data and reports.
- Strong organisational and time management skills.
- NDIS Worker Screening Check.

Desirable criteria include:

- Personal insight into disability and inclusion.
- Experience working within the community housing sector.
- Experience using the Chintaro housing management system.
- Experience supporting maintenance, asset management, or project administration activities.
- Knowledge of Specialist Disability Accommodation (SDA) or social/community housing programs.

10.0 Special Conditions (Such as travel requirements, frequent overtime, etc).

Some flexibility with working from home arrangements is available.

The role demands a commitment to:

- Support the integrity of the organisation by maintaining a high standard of personal and professional conduct that supports our values, including:
    - people with a disability having personal authority in their lives
    - people living lives of active citizenhood
    - inclusive communities
    - capacity-building
    - the exercise of ambassadorship
    - the exercise of your best judgement in respect of safeguards for you, your fellow team members, people with a disability and their families, and other visitors to our organisation

- We live our values by showing respect, trust and equity
    - engaging in collaboration and codesign

- showing support
- engaging in continuous improvement and learning
- communicating and sharing
- building relationships
- committing to inclusion

- Support, and contribute to, the achievement of the Julia Farr group's goals as set out in strategy and business plan documents.
- Initiate, and participate in, activities in support of best practice, a learning organisation, and the generation of knowledge capital.
- Participate in performance planning and review, as frequently as may be required, but at least annually, and commit to ongoing personal and professional development.
- Be willing to change office location if directed as a result of service development and organisational change.

11.0 Signatures

This role description is endorsed by the following Role Sponsor:

Name: Rebecca Petrovic

Title: Strategy Leader, Inclusive Housing and Technology

Signature:_____ Date: 3 / 6 / 2026

This role description is acknowledged by the person doing the role:

Name:

Signature: _____ Date:_____