

Role title	Tenancy Manager	Grade	SCHADS Award, Level 4
Business unit	Metro North-East Sydney or South-West Sydney	Division	Customers
Engagement type	Permanent	Engagement hours	Full time
Role family	Tenancy Services	Reports to	Lead, Sustainable Tenancies
Location	All SGCH offices	In office category	4 or more days in office and/or onsite

Purpose of the role

This role is the main point of contact for tenants and is responsible for addressing day-to-day tenancy matters promptly and to resolution. The role supports tenants to access services that improve their health and wellbeing and places tenant needs at the heart of SGCH service delivery.

Essential Criteria

- Working knowledge of NSW Residential Tenancies Act 2010. A current NSW Driver's Licence and willingness and ability to travel regularly to SGCH region sites and offices.
- Experience working with diverse backgrounds, including vulnerable individuals in a property management or challenging social, community, or welfare service delivery environment.
- Demonstrated skills in customer service, organisational and time management, prioritising and planning, communication and negotiation and the ability to work independently and collaboratively, serving customers of diverse backgrounds and vulnerability.
- Ability to work with a business acumen and a social heart with self-motivation, compassion and resilience to manage competing priorities, deadlines and multiple stakeholders, to continuously improve, and deliver the best outcomes for the business and customers.

Key Accountabilities

1. Deliver responsive, timely and respectful customer service, address enquiries with care and urgency, keep customers informed and seek feedback to ensure needs are addressed and issues resolved.
2. Proactively and quickly manage tenant arrears and debt to meet team key performance indicators (KPIs) and ensure financial sustainability.
3. Make regular home visits to proactively manage property care, anti-social behaviour and other issues and prepare submissions and manage matters at the NSW Civil and Administrative Tribunal (NCAT) to enable sustainable tenancies.
4. Support tenant wellbeing by connecting them to necessary services and participating in support coordination and placemaking activities.
5. Work with internal teams and external partners to resolve complex issues and improve outcomes for tenants and communities.

6. Contribute to continuous improvement and innovation by identifying opportunities to enhance processes, embracing new ideas, and applying a growth mindset to learn, adapt, and drive better customer outcomes for SGCH.
7. Contribute to a positive and inclusive work culture aligned to SGCH's values – We Care, We Connect, We Create – fostering respectful, innovative, and trusting environments where everyone feels a sense of belonging.
8. Create a safe environment where people can thrive, by consistently following safety protocols, fostering a positive safety culture, and reporting hazards and incidents.
9. Promote a safe and healthy work environment by consistently following safety protocols, fostering a positive safety culture, and reporting hazards and incidents.

St George Community Housing (SGCH) Overview

At SGCH, we believe everyone belongs. This is why our purpose, 'to create belonging' drives our commitment to build a team where diversity, inclusion and connection are at the heart of what we do. SGCH is a leading not-for-profit community housing provider supporting over 12,000 customers across 7,000 homes in NSW and VIC, and we invest in our people, our homes, and our communities. Guided by our values – We Care, We Create, We Connect – we've built an inclusive workplace by caring for one another, creating and sharing new ideas, and connecting authentically every day, where everyone has the opportunity to grow and thrive.