

JOB DESCRIPTION (draft January 2026)

Position:	Tenancy and Property Officer - Metro
Location:	Thornlie
Reports to:	Operations Manager
Hours:	Full Time
Salary:	SCHCADS L4.1-5.1. Additional benefits offered include Salary Sacrifice
Purpose	Improve lives by providing affordable homes and a quality service
Vision	A better housing option for all

1. STELLAR LIVING LTD

Stellar Living is a not-for-profit provider of Community Housing in Western Australia. We proudly manage and maintain secure, sustainable, and affordable homes for some of WA's most financially and socially vulnerable people. With over 350 homes under management across the Perth, Peel and Kalgoorlie regions, including 35 supported accommodation units, we are committed to making a difference by providing quality transitional and mainstream housing and outstanding tenancy and property management services.

2. PURPOSE OF THE POSITION

To provide client centred, high quality and responsive tenancy and property management services across a portfolio of homes ensuring legal and contractual obligations and organisational policies are followed.

The Tenancy and Property Officer position contributes directly to Stellar Living's strategic objectives to 'Ensure we offer the best service we can to remain an exemplary landlord'.

3. ACCOUNTABILITIES AND RESPONSIBILITIES

Tenancy & Property Management

- 3.1 Management of a portfolio of properties comprising mainstream and supported tenancies, in accordance with the Residential Tenancy Act 1987 (RTA), program guidelines and organisational policies and procedures.
- 3.2 Assist in the sustainability of tenancies by being responsive to indicators that a tenant may be at risk and providing referrals to support and appropriate information and advice.
- 3.3 Monitor and manage the day-to-day operations of Service Level Agreements with support providers including liaising with external stakeholders such as state government departments and support agencies.
- 3.4 Allocation of properties including application processing, property viewings, offers of housing, in-going PCRs and signing up of new tenants.
- 3.5 Conduct property inspections, identifying and assisting in the resolution of tenancy and/or property issues.
- 3.6 Promptly arrange routine maintenance in accordance with organisation policy, procedures and legal requirements.

- 3.7 Assist in the identification, organising and scheduling of planned property maintenance.
- 3.8 Review and calculate rents according to tenant's household income or program criteria.
- 3.9 Manage rental account arrears and other debts including implementing and monitoring of repayment plans and taking appropriate action where necessary.
- 3.10 Manage end of tenancy processes, including vacancy maintenance, Outgoing PCRs, vacated tenant accounts and former tenant debt recovery.
- 3.11 Represent Stellar Living at Magistrate Court, State Administrative Tribunal (SAT) and the Commissioner for Consumer Protection hearings and prepare documentation and evidence for the same.
- 3.12 Investigate and manage complaints of nuisance and anti-social behaviour in line with policy and procedures and take appropriate action to resolve such complaints.
- 3.13 Assist with the review and development of policies and procedures, systems and processes to aid continual business improvement.
- 3.14 Actively work towards achieving and exceeding Key Performance Indicators (KPIs) in service delivery areas to contribute to individual and team success.
- 3.15 Create and maintain relevant and accurate tenancy and property management data and records.
- 3.16 Provide occasional after-hours assistance for maintenance emergencies.
- 3.17 When required, source and manage contractors in line with procurement policies and Supplier Terms and Conditions.

Generic Responsibilities

- 3.18 Provide a courteous and professional service at all times to customers and colleagues aligned with Stellar Living's values, vision, goals, Duty of Care obligations, the Code of Conduct and Customer Service Policy.
- 3.19 Participate in meetings and professional development activities and attend training as required.
- 3.20 Comply with the reporting and accountability requirements of the position.
- 3.21 Contribute to a supportive team culture that is customer and outcomes focused.
- 3.22 Provide support to the other members of the team when required.

4. SKILLS AND EXPERIENCE

Selection for this role is based on an applicant's capacity to demonstrate successful achievement of the skills, experience and cultural requirements of the role as listed in this job description.

- 4.1 Two years' experience in a similar role.
- 4.2 Demonstrated knowledge and understanding of the Residential Tenancies Act.
- 4.3 Experience of working with vulnerable and complex clients, including people with disabilities, experiencing Family and Domestic Violence, with Mental Health challenges, in recovery and people exiting the Justice system.
- 4.4 Awareness of, and sensitivity to, people in housing crisis and/or special needs.
- 4.5 Demonstrated computer skills and proficiency in Microsoft 365, Outlook and a CRM.
- 4.6 Current WA Drivers Licence.
- 4.7 A clear National Police check.
- 4.8 Ability to obtain and maintain a valid **myID** for Business Hub access.

5. PERSONAL ATTRIBUTES

- 5.1 Customer-focused and Inclusive – Understands client needs, delivers tailored solutions with professionalism, and promotes an inclusive, respectful environment that values diversity.
- 5.2 Tech-Savvy and Organized – Proficient in relevant technology and software, effectively plans and prioritizes tasks to manage a varied workload.
- 5.3 Resilient and Adaptable – Maintains focus and a positive attitude while navigating challenging situations.
- 5.4 Self-Aware and Emotionally Intelligent – Reflects on feedback, recognizes personal strengths and areas for growth, and manages difficult situations with empathy and professionalism.
- 5.5 Collaborative Team Player – Actively contributes to team goals, shares knowledge, supports colleagues, and adapts to changing demands.
- 5.6 Relationship Builder and Communicator – Establishes positive, productive relationships and engages professionally and sensitively with diverse audiences.
- 5.7 Detail-Oriented and Compliant – Adheres to regulations, policies, and contractual obligations with precision and attention to detail.
- 5.8 Motivated Problem Solver – Approaches challenges with a solution-focused mindset and efficiently manages multiple responsibilities.