

Position Description



Position Information	
Position	Senior Property Manager
Date approved	September 2026
Program	Rentwell
Supervisor	Manager Homelessness and Housing
Location	Central Office
Hours of work	30-38 hours per week
Salary	Grade 4 - 5 of YWCA Canberra Enterprise Agreement 2023 – 2027

General Conditions of Employment
• YWCA Canberra Enterprise Agreement 2023–2027 • Appointment is subject to obtaining and maintaining a satisfactory Working with Vulnerable People check (at own cost) and a valid police check within the last 6 months • Appointment is subject to maintaining satisfactory working rights in Australia. • All YWCA Canberra policies and procedures will apply. • Subject to a 6-month probation period.

Position Statement
The Rentwell program is a social enterprise of YWCA Canberra, established in 2019 to lease privately owned investment properties and rent them to tenants within eligible income bands at 74.9% of market rent. The Senior Property Manager is responsible for delivering and growing high-quality leasing and property management services to property owners under the ACT Government Land Tax Exemption Scheme. Rentwell operates within several regulatory and compliance frameworks, including the National Regulatory System for Community Housing, the Residential Tenancies Act 1997, ACT Civil and Administrative Tribunal requirements, the ACT Government Land Tax Exemption Scheme and the ATO charity donation class ruling. The role is responsible for program growth, managing a small team, stakeholder relationships, business development, improving customer satisfaction, and strengthening Rentwell's reputation and impact. YWCA Canberra is a registered Tier 2 community housing provider, and the Housing Support Unit (HSU) also provides supported accommodation services on behalf of the ACT Government. The Rentwell program is part of YWCA Canberra's housing portfolio, which provides accommodation options across the housing continuum, from crisis and transitional accommodation to affordable housing. The Rentwell team works collaboratively with the housing and homelessness team. The Senior Property Manager will report directly to the Manager Homelessness and Housing and oversee the day-to-day leasing and property management of Rentwell as a social enterprise property management service. The role will also provide direction and line management to the Rentwell Property Manager, other support staff as the program grows and meet all customer service and reporting requirements for the program.

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The Senior Property Manager will be responsible for growing the number of properties under management and enhancing service quality and impact.

Responsibilities	
Property Owner and Tenant management	The Senior Property Manager is responsible for growing the number of Rentwell properties under management and overseeing all leasing and property management services. The role manages a small team and provides direction and advice on delivering relationship-focused property management services to all stakeholders, including property owners and tenants. A strong customer service ethos is essential. The Senior Property Manager will also manage a portion of the property portfolio and will be responsible for stakeholder relationships, complaint and issue resolution, and business development. • Manage all property owner leasing contracts and direction deeds for properties leased through the Rentwell program. • Ensure all leases between property owners, YWCA Canberra and tenants meet all regulatory and legal requirements and do not expire. • Follow all established procedures for executing leasing arrangements, deductible gift directions and ACT Land Tax Exemption requirements. • Engage with new property owners and identify eligible properties by assessing each owner's eligibility for the service, including land tax exemption requirements and an independent property valuation. • Oversee all incoming, ongoing and outgoing property inspections. • Market properties on Allhomes and complete all associated tasks. • Manage repairs and maintenance through the approved processes. • Assess tenant eligibility for the affordable housing according to regulated income levels. • Management of rental payments and arrears. • Maintain timely and regular professional communication with property owners and tenants. • Process all invoices and payments to suppliers and owners. • Issue deductible gift receipts to property owners at the end of each financial year. • Responsible for stakeholder relationships, resolution of complaints and business development. • Maintain knowledge and an applied understanding of the <i>Residential Tenancies Act 1997</i> and the ACT Civil and Administrative Tribunal processes.
Administration and data systems management	• Responsible for maintaining administration of all properties in Property Tree. • Maintain the ACT Government LTE data report. • Complete all reports accurately and on time and meet all contractual reporting and administrative requirements for the ATO and community housing regulation, including the development of case studies. • Preparation of banking and payments to property owners.

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	• Work with the Communications and Marketing team to develop appropriate information sheets for property owners and potential referrers and assist with staff recruitment and induction. • Provide expertise and make recommendations on the selection and implementation of digital system improvements. • Achievement of the outcomes and outputs of YWCA's contracts with various funding bodies through relevant planning, data collection, implementation and evaluation strategies.
Collaborative practice	• Work closely with the Chief Operating Officer, Housing and Homelessness, Finance, Quality, Risk and ICT, Administration and Communications and Marketing staff to support smooth, high-quality operations, program growth and continuous improvement across program documentation, service policies and procedures, promotional material, and reports. • Maintain and develop relevant cross-professional links with other agencies and service providers as appropriate. • Work closely with strategic partners – CHC, Care Financial, REIACT and ACT Government and other service providers and agencies to improve impact of Rentwell program. • Work collaboratively with other YWCA Canberra specialist community services and corporate services staff, particularly Finance, to ensure rental arrears are closely managed, and accurate statements are sent to property owners in a timely manner. • Work closely with the Chief Operating Officer, Manager Homelessness and Housing and Communications and Marketing team to actively grow the Rentwell Program and continually improve service delivery and its reputation with property owners and in the wider community. • Maintain up to date knowledge of current commercial property management service provision and affordable rental tenancy management.
Teamwork and professional development	• Participate in regular team meetings and activities to foster collegial and professional working relationships, innovation and continuous quality improvement in all aspects of work. • Participate in the development of a personal professional development plan and engage in professional development as required. • Actively participate in regular supervision and performance appraisal and management processes. • Provide supervision and support to the Rentwell team. • Work within a reflective practice and continuous improvement philosophy.
In relation to YWCA Canberra	• Read, understand and uphold organisational policies and procedures • Work in a manner that aligns with YWCA Canberra's values and ethics. This includes operating with honesty and integrity, demonstrating appropriate and professional workplace behaviours in accordance with the Code of Conduct, helping team members when required, and undertaking other activities as directed. • Contribute to creating a safe and healthy environment for all employees by working within the Work Health and Safety framework.

Selection Criteria

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Qualifications	Qualifications relevant to Real Estate/Property Management are desired, as are qualifications and or experience in Business Management.
Knowledge and Experience	- Desirable local ACT Property Management experience. - Stakeholder engagement and relationship experience. - Business development experience. - Experience or demonstrated understanding of the issues facing low-income Canberrans. - Experience and/or demonstrated ability to work competently within a strengths-based framework with women, including older women, non-binary people and people who identify as women, and people from diverse backgrounds, including Aboriginal and Torres Strait Islander peoples, culturally and linguistically diverse communities and LGBTIQ+ communities. - Experience of using Property Tree and Inspection Manager (or similar systems) - Demonstrated skills in using Microsoft Office and reporting through database collection systems.
Capabilities and Behaviours	- Excellent interpersonal and communication skills including written skills. - Strong financial management and attention to detail skills. - Commitment to teamwork and an ability to work in a team environment with a commitment to professional supervision. - Ability to prioritise workloads and meet internal and external deadlines. - Proactive 'self-starter' approach to work with the ability to use initiative. - Operate ethically, professionally and with integrity at all times - Ability to exercise sound judgement and maintain professional boundaries. - Commitment to reflective practice and continuous development and improvement.
Other Requirements	- Ability to work within the philosophy of YWCA Canberra - Current full driver's licence - A current Working with Vulnerable People Registration - Australian Citizenship or suitable rights to work in Australia

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