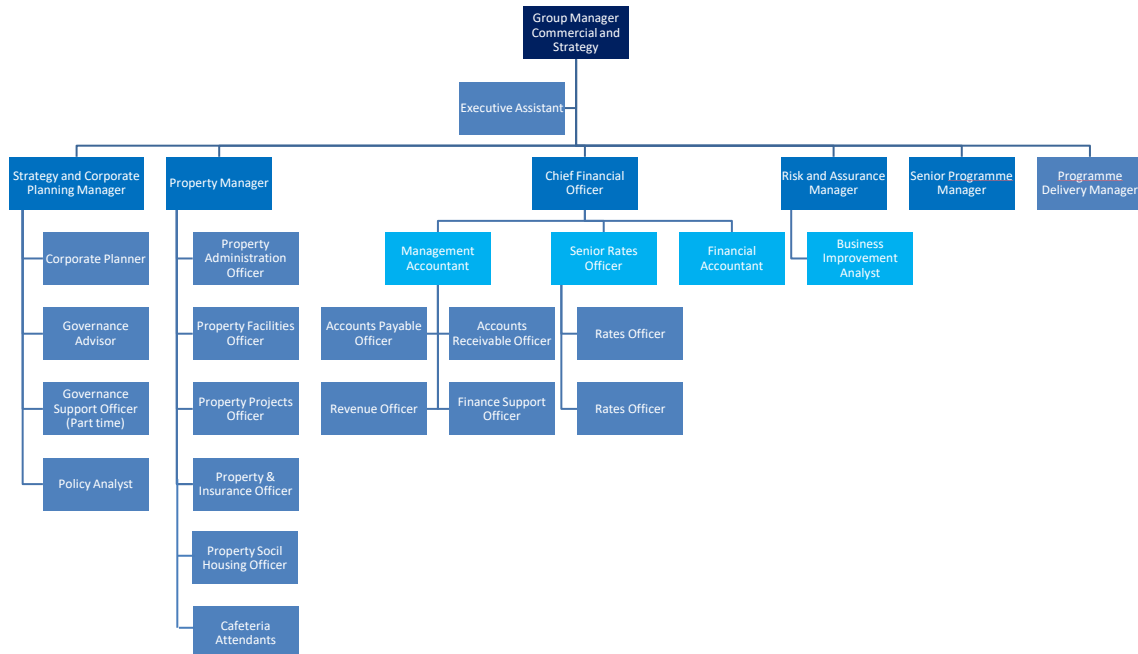


Position Description: Property Social Housing Officer

Business Group	Commercial and Strategy
Reports To	Manager of Property Services
Direct Reports	Nil
Date	January 2023
Budget Responsibility	Nil
Financial Delegation	\$1,000

Business Group Structure



Business Group Purpose

The Commercial and Strategy Group (“Group”) is responsible for the delivery of Finance, Property, Strategy and Corporate Planning, Information Technology, Risk and Assurance and Project Management services to the Timaru District Council (“Council”). The function is positioned to play a key role in Council strategic planning and decision making by taking responsibility for the provision of high level Group advice and analysis. The Group will ensure compliance and minimise risk in all areas of Council. It critiques the commercial performance of Council and drives strategic commercial decisions for maximum value and minimal risk as appropriate. A key objective of the function is to work collaboratively across the Council to determine priorities and develop integrated solutions that are best for the Timaru District as a whole

Purpose of the Position

The Property Social Housing Officer is responsible for leading the leasing and management of the Social Housing portfolio for the Timaru District Council. This includes the operational and some capital asset projects associated with a range of buildings to prescribed operational budgets. The role is also responsible for the maintenance of Council property to satisfactory standards and the ongoing satisfaction of the Council and tenants within the annual budgets.

Key Relationships / Customers

External	Internal
Members of the public	Property Unit
Tenants	Unit Managers
Contractors and Consultants	All TDC Staff
Residential Tenancy Services	Councilors

Position Responsibilities

Your general duties include those outlined in this position description and may be reviewed and updated from time to time in consultation with you. You will also be

required to undertake any other duties that are within your ability to perform, if asked to do so.

1. Assess and arrange maintenance and capital projects within the approved annual budgets for social housing units.
2. Manage any cleaning, lawn and gardening contracts whether they are regular maintenance or one off requests for incoming and exiting tenants. Meet with contractors where applicable on site for quarterly inspections for works undertaken.
3. Carry out an annual inspection of all social houses for budget preparation and updating of long term maintenance and capital programs. Undertake other inspections as required.
4. Programme capital projects for social housing, undertake condition assessments when social housing units are vacated, and arrange necessary maintenance within agreed budgets.
5. Ensure contract arrangements are in place with approved contractors to provide both routine and emergency response to maintenance requests.
6. Oversee all contracted maintenance and capital work on properties and authorise payments as required.
7. Manage tenancy issues, and where appropriate escalate issues, interview all prospective tenants and manage the process to leasing a Social House.
8. Be available to assist TAS to provide appropriate response to calls after hours and provide an emergency response if required.
9. Actively engage in setting own goals and objectives.
10. Assist with other duties as reasonably required by the Manager of Property Services.
11. Take responsibility for ensuring Council information, data and records are stored with appropriate accessibility in designated systems, using processes and tools as described in the current Information Management Policy.
12. To actively contribute to health, safety and wellbeing through working safely, taking responsibility for keeping self and colleagues free from harm, reporting all incidents and hazards promptly and knowing what to do in the event of an emergency.

13. To be actively involved in Civil Defence Emergency Management when required.
14. To live the COSI values; Customer Focus, One Team, Success and Integrity and consciously support a team culture that is consistent with the overall organisations values and above the line behaviours.
15. Commitment to the principles of the Treaty of Waitangi.

Formal Qualifications / Training / Experience

Minimum Qualification	Level 4 Certificate in related field
Desired Qualification	Working knowledge of Residential Tenancy Act 1986
Minimum Experience	Three years' property related experience.
Desired Experience	Three plus years' property related experience

Key Competencies / Skills / Knowledge

- Previous experience in property management maintenance.
- Understanding of the Health and Safety at Work Act 2015.
- Well-developed project management skills.
- Previous experience in contract management; able to monitor performance measures, undertake contract audits to ensure compliance with regulations, including health and safety and risk management.
- Excellent communication and interpersonal skills, able to communicate clearly, respectfully and deliver verbal and written information in a logical and concise manner.
- Ability to relate to a diverse range of internal and external stakeholders at all levels.
- Able to operate a computer-based property management and maintenance system.
- Assist in the preparation, monitoring and management of budgets and maintenance programs.

- Skilled in financial management of routine and project budgets.
- Self-reliant, flexible, innovative and has the ability to adapt to undertake a wide range of administrative tasks.
- Ability to efficiently manage resources.
- Excellent analytical and problem-solving skills with a high attention to detail.
- Ability to build and maintain effective working relationships.
- Demonstrate judgement about what is relevant and appropriate for the organisations interests.
- Excellent time management skills, able to prioritise and meet deadlines.
- Able to work well as part of a team and influence others at all levels of the organisation.
- Able to handle conflict situations in a professional manner and negotiate satisfactory outcomes.
- Ability to maintain confidentiality and neutrality.
- High level of honesty, integrity and a trustworthy manner.

Nichole Timney
Manager Property Services

Property Social Housing Officer

Date

Date