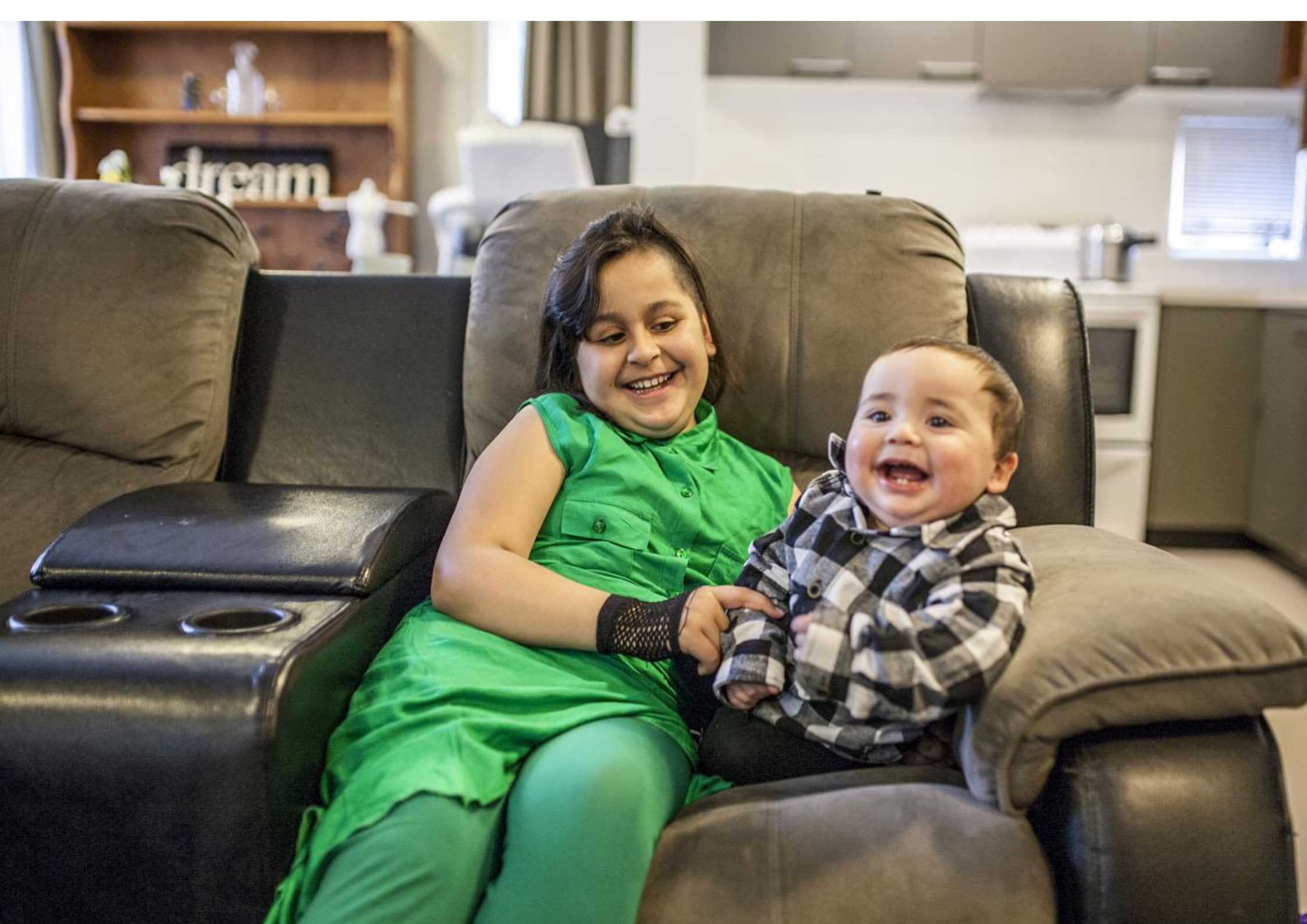




Dwell Housing
Trust

Job profile – Tenancy Manager



Position purpose

The Tenancy Manager supports the management and development of Dwell's housing services. This role is a key member of a small busy team. Critical to this role is the ability to maintain and develop proactive relationships with a diverse range of stakeholders including our tenants, their supports, tradespeople and community networks.

The Tenancy Manager needs to be able to work independently to get the job done, be highly organised and be able to prioritise work effectively. The Tenancy Manager also manages, to a high level, a range of administrative tasks to support the smooth running of our services and the office.

About the position

Responsible to: Tenancy Operations Manager
Direct reports: None
Location: Dwell Housing Trust Office, Victoria Street, Wellington
Hours: 30 – 40 hours per week
Salary: \$69,000 to \$73,000 (full time)
After hours: Very occasional after hours and on-call work as required

Key relationships

- Chief Executive, other staff, volunteers and contractors
- Dwell tenants and other customers
- Health professionals and support agencies that work with our tenants
- Community networks, social services, and support agencies
- Dwell Board
- Tradespeople, suppliers and contractors
- Local and central government agencies: Ministry for Housing and Urban development, Kāinga Ora, Ministry of Social Development, Wellington City Council

Key tasks

Tenancy management	<ul style="list-style-type: none"> • Provide an excellent housing service to our tenants. • Manage tenancies, including visiting our tenants when needed and conducting regular property inspections. • Proactive and regular communication with tenants. Follow up and resolve efficiently and effectively any issues raised (e.g., tenancy, maintenance, rents). • Liaise with any support people and other agencies, including social support and health agencies where necessary. • Work with tenants to address any housing related issues, such as problems with their health or wellbeing, other tenants, rent/budget issues. • Work alongside tenants and agencies to ensure that housing solutions meet the needs of tenants. • Obtain accurate and appropriate information from applicants about requirements. • Allocate Dwell's homes, let homes and manage re-lets • Take the appropriate action to manage any rent arrears in line with Dwell policy and processes. • Maintain and develop our tenancy and asset management database. • Ensure the housing service and Dwell's activities complies with the Residential Tenancies Act, all other relevant legislation and our own policies and procedures. • Action repairs and maintenance when required, following the right process, keeping within budget and meeting contractual requirements. • Ensure the values and vision of Dwell are clearly communicated and adhered to. • Represent Dwell at mediation or tenancy tribunal hearings if needed.
Customer Service and Relationship Building	<ul style="list-style-type: none"> • Provide an excellent customer service, and be the first point of contact, to our tenants, applicants and other people who contact Dwell. • Work closely with our property manager to manage our properties, including providing cover when on leave. Also work with them to review rents annually. • Manage our shared home ownership programme and work with home owners, including annual visits. • Ensure all decisions and/or solutions in relation to the management of homes and tenancies are applied in accordance with Dwell policy and procedures. • Analyse customer feedback to identify common issues and develop plans to meet their individual and neighbourhood needs. • Attend community and other appropriate forums and networks as required. Network with other housing and other relevant providers. • Maintain a good working relationship with other staff.

Reporting and administration	<ul style="list-style-type: none"> • Record tenant information accurately and appropriately. • Work within the strategic plan framework of Dwell. • Work with the CE and other staff to develop and implement best housing practice and to ensure continuous quality improvement and capacity building. • Ensure the appropriate statistics and information is collected for funding organisations and Government partners. • Maintain and develop Dwell's Operations Manual. • Help review and develop Dwell's policies and procedures as needed. • File and archive information in accordance with Dwell policy and procedures as required. • Carry out any other tasks as may reasonably be required.
Health and safety	<ul style="list-style-type: none"> • Keep a safe and healthy work environment by practicing safe work methods, reporting all incidents, identifying workplace hazards and using appropriate safety equipment. • Understand the importance of taking care of your own health and safety and that of others.
Professional learning and development	<ul style="list-style-type: none"> • Take responsibility for own learning, participate in ongoing training and attend relevant meetings, seminars and courses.

Essential skills and knowledge required

- Excellent oral and written communication skills.
- Maturity with a pleasant and common-sense air of authority. Assertive with boundaries and can articulate expectations clearly.
- Ability to relate to people from diverse backgrounds and cultures over a variety of channels (phone and face-to-face).
- Knowledge or ability to quickly understand the application of relevant legislation including Residential Tenancies Act.
- Proven customer service skills and evidence of strong relationship building skills.
- Proven and relevant experience working in property/housing management, social services, community housing, not for profit sector or related field.
- Ability to work effectively under pressure, prioritise work and meet agreed deadlines - often with minimal supervision.
- Strong problem solving skills and a can-do action orientated attitude.
- Proven experience maintaining and developing administration procedures and systems to a high standard. Possesses a strong attention to detail and high level of accuracy.
- Advanced computer skills as well as the ability to quickly learn new databases/systems.
- Good numeracy skills and an understanding of budgeting.
- Ability to be flexible and adaptable to meet changing needs of the organisation.
- A valid current driver's licence.

Core competencies for Tenancy Manager

Communications

- Is able to communicate clearly and succinctly in a variety of communication settings and styles, can get messages across that have the desired effect.
- Practices attentive and active listening.

Interpersonal savvy

- Relates well to all kinds of people-up, down, and sideways, inside and outside the organisation; builds appropriate rapport
- Builds constructive and effective relationships
- Uses diplomacy and tact
- Can diffuse even high-tension situations comfortably.

Customer focus

- Is dedicated to meeting the expectations and requirements of internal and external customers
- Gets first-hand customer information and uses it for improvements in products and services
- Acts with customers in mind; establishes and maintains effective relationships with customers and gains their trust and respect.

Problem solving

- Uses rigorous logic and methods to solve difficult problems with effective solutions
- Probes all fruitful sources for answers
- Can see hidden problems
- Is excellent at honest analysis
- Looks beyond the obvious and doesn't stop at the first answers.

Integrity and Trust

- Is widely trusted
- Is seen as a direct, truthful individual
- Can present the unvarnished truth in an appropriate and helpful manner
- Keeps confidences
- Admits mistakes
- Doesn't misrepresent him/herself for personal gain.

Peer relationships

- Can quickly find common ground and solve problems for the good of all
- Can represent his/her own interests and yet be fair to others
- Can solve problems with peers with a minimum of fuss
- Is seen as a team player and is cooperative
- Easily gains trust and support of peers; encourages collaboration
- Can be candid with peers.

Process management

- Good at figuring out the processes necessary to get things done
- Knows how to organise people and activities
- Understands how to separate and combine tasks into efficient workflow
- Knows what to measure and how to measure it
- Can see opportunities for synergy and integration where others can't, can simplify complex processes, gets more out of fewer resources.

Functional/technical skills

- Has the functional and technical knowledge and skills to do the job at a high level of accomplishment
- Understands and complies with the functional and technical policy, process and procedures relevant to requirements of his/her role.



About Dwell

Dwell Housing Trust provides affordable, quality housing for people in need or on a low income. We are more than a landlord - we ensure our tenants have access to the support they need and want to live well, do well and be well.

Building on our history and wealth of experience, we provide a range of housing services including:

- Social and affordable housing for people in need or on low incomes
- Supportive housing for people with other needs such as mental illness and intellectual disabilities
- A shared home ownership programme for first home buyers
- We also manage homes for other organisations.

We are a registered community housing provider with government's Community Housing Regulatory Authority, and we are a registered charity with Charities Services.

Our vision, mission and values | Ā mātou Tūruapō, Mīhana me Whānonga Pono

Our vision | Ā mātou Tūruapō

Well-housed communities where people live well and do well | Nahanaha whare mō te hāpori kia noho tahi hei hāpai hei ora ai

Our mission | Ā mātou mīhana

To provide affordable quality homes where people flourish | Ka whakarato ngā kainga whakaruruhau kia hāpai i ngā tangata

Our values | Ā mātou Whānonga Pono

People-centred | Pūtahi Tangata

We put people at the heart of everything we do. We are more than a landlord. We're focused on building relationships that create better lives.

Community building | Hangatanga Hapori

We help create communities where people want to live. We are inclusive and uphold human rights.

Forward thinking | Whakaaro whakamua

We are a leading organisation. We seek creative and sustainable housing, and partnerships, that help us reach our vision.

Our strategic goals

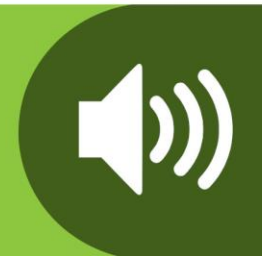
MORE Homes
Maha kainga



GREAT Services
Ka mahi ratonga



STRONG Voice
He kaha te waha



Organisational WELLBEING
Roopu whakahaere haumaru



