



**Dwell** Housing  
Trust

## **Position Description– Tenancy Operations Manager**



## Position Description

<b>Job Title:</b>	<b>Tenancy Operations Manager</b>
<b>Hours:</b>	Part time up to 30 Hours per week
<b>Location:</b>	Dwell's offices in Wellington
<b>Responsible to:</b>	Chief Executive
<b>Direct Reports:</b>	Currently two and one to be appointed
<b>Salary:</b>	\$85,000 to \$95,000 pro rata

## Purpose of the Role

The Tenancy Operations Manager will work alongside the Chief Executive to achieve Dwell's strategic goals and effective day to day operations. You will manage a team of tenancy and property managers to deliver excellent tenancy management and housing services. You will support and empower that team to ensure we provide great services and to operationalise new initiatives, homes and partnerships.

## Key responsibilities

<b>Management and development</b>	
	Manage, motivate and develop a highly effective team of professionals that proactively support the organisation's strategic objectives.
	Continuously build and strengthen the capability of your team to equip them to meet future challenges.
	Create and maintain a performance and development culture. Ensure staff undertake and have opportunities for ongoing training.
	Recruit, induct and train new staff.
	Operational oversight of the tenancy management service.
	Operational oversight of the property management service.
	Assist Chief Executive as required to develop annual business and service plans.
<b>Development, growth and maintenance of Dwell's housing</b>	
	Develops and implements strategies using sound intervention logic to ensure business objectives are realised.
	Continuously refine and improve operational systems, policies and procedures and make sure these are complied with.
	Ensures operational effectiveness is achieved for the portfolio. Monitors and supports the team to deliver effective housing solutions.
	Manage delegated budget areas and regularly monitoring expenditure.
	Oversee the annual rent review process and implementation.
	Approve repair and maintenance requests, within agreed delegations.
	Brief the Chief Executive clearly on asset/property matters, identifying opportunities and risks.

	Manage all service failures and complaints to the satisfaction of all stakeholders.
	Monitor relevant legislative changes and ensure that the requirements of all relevant legislation are complied with.
<b>Promotion/Advocacy/Networking</b>	
	Establish and maintain sound working partnerships with stakeholders. Attend community and stakeholder meetings as required. Attend meetings with tenants when needed.
	Ensure all communications with tenants and other customers meet Dwell's standards and communication goals. Oversee development and implementation of tenant communications plans.
	Help establish the tenant's advisory group and then monitor its progress, participating when needed.
	Oversee tenant surveys and any other feedback processes.
<b>Reporting and information management</b>	
	Ensures that tenancy management reporting and financial requirements are achieved.
	Make sure all computer systems used by Dwell are appropriately managed and maintained. In particular ensure Chintaro is fully maintained by staff, regularly updated, staff are up to date with changes and reporting is completed.
	Provide and ensure clear and succinct reports on financial and service performance, including key performance indicators, as required.
<b>Health and safety</b>	
	Keep a safe and healthy work environment by practicing safe work methods, reporting all incidents, identifying workplace hazards and using appropriate safety equipment.
	Ensure all staff, contractors and volunteers are aware of their responsibilities in relation to health and safety.
	Understand the importance of taking care of your own health and safety and that of others.
<b>Other</b>	
	Carry out any other tasks as may reasonably be required.

## 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, 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

### Vision

Well-housed communities where people live well and do well

### Mission

To provide affordable quality homes where people flourish

### Our values

#### People-centred

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

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

#### Forward thinking

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

## Key Relationships

- Chief Executive
- Other staff, contractors and volunteers
- Dwell tenants and other customers
- Tradespeople, suppliers and contractors
- Local and central government agencies: Ministry for Housing and Urban Development, Wellington City Council, Ministry for Business, Innovation and Employment, Ministry of Social Development, Kainga Ora
- Dwell board

## Person Specification

Knowledge	
<i>Essential</i>	Working knowledge of the Residential Tenancies Act
<i>Desirable</i>	An appropriate tertiary qualification
Experience	
<i>Essential</i>	Tenancy management
	Experience of working at a management level and leading a team
	Current full New Zealand drivers' licence
<i>Desirable</i>	Significant experience in a relevant sector (social housing, private market rental housing, social enterprise etc)
	Social or affordable housing tenancy management
	Sound understanding of property maintenance requirements
	Business planning
Skills	
<i>Essential</i>	Ability to lead, develop and mentor others
	Excellent written and oral communication
	Highly developed IT skills
	Able to manage multiple and complex relationships
<i>Desirable</i>	Commercially astute judgement and decision making
	Good financial management skills
	Setting and management of budgets
	Business planning
Attitude	
<i>Essential</i>	Demonstrates diplomacy and tact.
	Creative pro-active positive approach to problem solving. Looking beyond the obvious and not stopping at the first answers.
	Personable and approachable.
	Disciplined, organised and able to work under pressure
	A positive "can do" attitude and willing to roll up your sleeves at times to get things done.
	Provides clear directions.
	Ability to manage conflict
<i>Desirable</i>	Demonstrate resilience in dealing with issues. Receptive to change and adaptable.
	Effective planner and organiser
	Commercially adept.

## Dwell's strategic goals

MORE Homes



GREAT Services



STRONG Voice



Organisational  
WELLBEING

