



Job Description

Position Title:	Tenancy Coordinator
Position Holder:	
Days	38 hours per week
Reports to:	Cooperative Services Manager
Date:	July 2024

1. Organisational Purpose

Common Equity Housing SA Ltd (Common Equity) is a Tier 2 community housing provider and developer of affordable housing, operating across 14 Local Government Areas (LGAs) in South Australia, managing more than 200 properties. Common Equity Housing is the umbrella body for housing co-operatives in South Australia, providing services to 11 Member Organisations (MOs).

Common Equity provides a unique offering as the only housing provider in South Australia that delivers co-operative housing. We partner with our member co-ops to have an effective, sustainable housing program of strong, intentional communities that empower people. The overarching framework for Common Equity's service provision is provided by the [International Principles of Co-operation](#) and these inform all operational and strategic decisions.

The core of the Common Equity model is to provide support services to housing co-ops run by member volunteers that enable levels of self-governance but also more time and energy to focus on building strong communities, social networks, and better health and wellbeing outcomes for their members.

In addition, Common Equity:

- directly manages community housing properties.
- provides housing and asset management services to our member organisations.
- assists member organisations with their governance, compliance, and regulatory obligations.
- supports member organisations with their future directions planning, policy development, and capacity building.
- advocates for the protection and growth of housing co-operatives and affordable housing.

2. Job Purpose

The Tenancy Coordinator will provide specialist advice to Common Equity's Leadership Team, Board, and Member Organisations to inform strategic management of tenancies and ensure compliance with legislation and Common Equity's contractual and regulatory obligations, and policies. The role will coordinate the tenancy management process to ensure effective tenancy management across the portfolio.

The role will maintain tenancy systems, provide tenancy advice and information to Member Organisations and tenants (directly managed and tenants of Common Equity's members), visit all direct properties on an annual needs basis and manage the rent review and arrears process across the portfolio.

3. Major Responsibility Areas

Major Activities/Actions (what the position is expected to do)	Key Result Areas (KRAs)/End Results
Tenancy	
1. Work collaboratively with the Property & Brand Coordinator	<ul style="list-style-type: none"> • Understand the Property & Brand Coordinator's role. • Whilst the Tenancy Coordinator and the Property & Brand Coordinator roles are distinctively separate, they must work in synergy for continuity of care and service for the members and tenants. • Together with the Property & Brand Coordinator, manage and monitor the tenancy inbox. • Provide leave and absence cover for the Property & Brand Coordinator's tenancy tasks.
2. Planning and Organising	<ul style="list-style-type: none"> • Provide specialist advice to Common Equity's Leadership Team, Board, and Member Organisations to inform strategic management of our tenancies. • Ensure a high level of consistency is achieved in the application of the organisation's tenancy management policies, procedures, standards, and government regulations.
3. Support Member Organisations (MOs)	<ul style="list-style-type: none"> • Manage all MO tenancy enquiries. • Provide training, support, and assistance to MO Tenancy Officers in relation to tenancy matters. • Coordinate regular information sessions or provide relevant information to MO Tenancy Officers to assist them fulfil their roles.
4. Manage all directly managed tenancies	<p>For directly managed properties of Common Equity:</p> <ul style="list-style-type: none"> • Manage all applications for tenancies and allocation of properties. • Identify suitable tenants from the Single Housing Register. • Arrange and complete Ingoing and outgoing tenancy inspections. • Provide a central point of contact and support for tenants. • Arrange and complete routine property Inspections, in accordance with Common Equity policies, SA Housing Authority guidelines and Residential Tenancy Act.
5. Leases and bonds	<ul style="list-style-type: none"> • Prepare and complete all lease and bond documentation. • Manage bond claims.
6. Rent and Arrears Management	<ul style="list-style-type: none"> • Generate and receipt rent payments. • Manage the rent review process for all tenants, including notifications, calculations, updating systems and queries. • Manage the rental and water arrears on behalf of Member Organisations and Common Equity (for directly managed tenants), liaising with the Finance Manager to ensure a seamless process between roles. • Act for Common Equity in relation to any dispute in the

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	South Australian Civil and Administrative Tribunal in relation to rent and water arrears.
7. Breach Management	<ul style="list-style-type: none"> • Manage tenancy and lease breaches in accordance with Common Equity policies, SA Housing Authority guidelines and Residential Tenancy Act. • Act for Common Equity in relation to any dispute in the South Australian Civil and Administrative Tribunal in relation to tenancy breaches.
8. Relationship management	<ul style="list-style-type: none"> • Identify, establish, and maintain relationships with agencies that can provide support and referral services to tenants.
General Duties	
9. Policy and planning	<ul style="list-style-type: none"> • Support tenancy management planning through consideration and analysis of tenancy trends. • Comply with Common Equity Policy and Procedures. • Contribute to development and implementation of policies, procedures and practices to support delivery of quality services and monitor performance and compliance. • Adhere to and implement Human Resources practices, policies, and procedures.
10. Compliance and reporting	<ul style="list-style-type: none"> • Observe requirements of the Residential Tenancies Act, Work Health and Safety and other relevant legislation and regulations. • Prepare succinct, useful, and evidence-based reports for member organisations, other Common Equity team members, and Board to inform decision making. • Proactively identify better ways to manage our data capture and reporting requirements. • Operate within the South Australian Housing Authority tenancy requirements. • Assist with Common Equity's NRSCH assessment and ongoing capturing of information and reporting. • Proactively identify better ways to manage our data capture and reporting requirements.
11. Maintain and manage databases	<ul style="list-style-type: none"> • All data is up to date. • Notes and comments are input in a timely manner to tenancy management system.
12. Special projects	<ul style="list-style-type: none"> • Assist and/or manage special projects that are identified for Common Equity in relation to the services we provide to our existing and potential tenants and member organisations.
13. Other duties	<ul style="list-style-type: none"> • As directed, undertake other duties which are incidental and peripheral to the main tasks, provided that such duties are reasonably within the requirements and responsibilities of the position. The allocation of other duties is in consultation with the employee. • Actively participate in professional development and the life, development, and growth of Common Equity. • Intrastate and interstate travel may be required.

4. Behavioural Expectations

Accountabilities	Tasks
Communication	<ul style="list-style-type: none"> • Gather relevant information through effective questioning • Express information and ideas appropriately • Read/review relevant documents prior to meetings • Participate at meetings, committees
Integrity	<ul style="list-style-type: none"> • Understand the implications of one's actions • Act in a manner consistent with Common Equity values, service delivery principles, relevant policies, codes, guidelines and legislation • Act in an ethical manner at all times • Contribute to a workplace free from harassment
Organisational awareness	<ul style="list-style-type: none"> • Be aware of the organisation's goals and objectives • Contribute positively to the attainment of goals and objectives • Work within organisational policies at all times
Process improvement	<ul style="list-style-type: none"> • Continuously look for ways to improve efficiency • Work continually to improve own performance
Self-development	<ul style="list-style-type: none"> • Understand own development needs and recognise and create opportunities to improve performance
Teamwork / collaboration	<ul style="list-style-type: none"> • Work effectively with others to achieve mutual aims and to identify and resolve problems
Work Health and Safety	<ul style="list-style-type: none"> • Understand responsibilities under WH&S legislation • Identify actual/potential workplace hazards and take corrective action or report to CEO
People focused	<ul style="list-style-type: none"> • Set high standards of performance for self and others in meeting the needs customers.
Community partnerships and tenants	<ul style="list-style-type: none"> • Work to improve access and housing outcomes • Contribute to providing a quality housing experience • Inform and involve partners • Develop effective relationships with relevant stakeholders
Responsive and client focused	<ul style="list-style-type: none"> • Timelines to tenants to be measured, benchmarks set and monitored

5. Key Selection Criteria

Qualifications or equivalent industry knowledge	<ul style="list-style-type: none"> • Relevant degree with relevant experience, or relevant associate diploma with related substantial experience, or less formal qualifications with strongly related specialised skills. • Experience in the housing sector preferred. • Current Drivers Licence.
Knowledge	<ul style="list-style-type: none"> • Good knowledge of tenancy management principles. • Good knowledge of regulatory requirements, community housing requirements, and Residential Tenancies Act.
Experience	<ul style="list-style-type: none"> • Experience with tenancy management. • Experience of customer service roles requiring efficient service delivery. • Experience with working independently and conducting inspections of residential properties. • Strong administration experience. • Experience in working within the prescribed framework but able to think creatively to resolve problems. • Experience of working as part of a team.

Skills	<ul style="list-style-type: none"> • Experience of interacting with community housing tenants preferred. • Strong verbal and written communication skills including the ability to communicate effectively and clearly by telephone and email. • Ability to initiate, manage and complete multiple projects and activities to agreed parameters. • Strong interpersonal skills. • Strong information technology skills including Microsoft Excel, Word, Outlook, and databases. • Strong analytical and problem-solving ability.
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6. Relationships

- All Common Equity employees
- Common Equity Board of Directors
- Member Organisations and their representatives
- Member Organisation and Common Equity tenants
- Office of Consumer and Business Affairs (residential tenancies)
- SACAT
- SA Housing Authority, Office of Housing Regulation, Community Housing Council of SA and other peak bodies
- Support services suppliers / agencies

Document History	
Version 1	June 2019
Version 2	November 2019
Version 3	January 2021
Version 4	August 2023
Version 5	April 2024