



Housing Services Manager - Victoria

- **FT role with flexible working arrangements - \$\$, phone, and laptop.**
- **Challenging role where you can make a difference in people's lives!**
- **Join us at an exciting stage of the company's evolution**

If you are motivated and looking for an exciting housing services leader opportunity to make a difference with a leading affordable and social housing provider, then this role is for you.

About us

The National Affordable Housing (NAH) is a not-for-profit social value enterprise, providing social and affordable housing outcomes through accountable and dynamic community-based partnerships. We have delivered over 3,500 affordable rental housing outcomes nationally over the past 10 years.

We have recently been successful in our submissions to the Social Housing Growth Fund with multiple projects currently underway to deliver on our promise to provide safe, secure, and affordable homes that allow people to live life well, have a sense of belonging and achieve their life goals.

About the job

Based in our Moonee Ponds office in Victoria, this permanent full-time role offers an experienced Housing Services Leader the opportunity to oversee the day-to-day operations of our team with focus on delivering social and affordable housing outcomes in our community.

We are looking for a values-driven, talented, and experienced Leader to deliver on our promise to provide safe, secure, and affordable homes, and implement our Social Housing Service model that relieves people from housing stress, provides safe and secure housing, and provides opportunity for participation, connection and wellness.

Reporting to the Chief Operating Officer, this role is responsible for the delivery of social and affordable housing services, the performance of their team, meeting the regulatory and compliance requirements in the social and affordable housing context. This role plays an important role in community development and special projects under the Social Housing Growth Fund.

Key responsibilities of this role shall include but not be limited to:

- Property management team positively contributes to sustaining tenancies and retaining landlords
- Successful execution and delivery of best practice property management services, in line with the core KPIs and targets of NAH
- Providing a high level of service delivery to achieve client loyalty and brand reputation.
- Assisting in the development and implementation of new areas for expansion in social and affordable housing initiatives.
- Leading and inspiring the team to achieve operational objectives and success.
- Contribution to grow NAH's influence and reputation in the wider community including the development and strengthening of partnerships and stakeholder relationships.



- Compliance with relevant State legislation and successful management of NAH's Corporate Licence.

About you

We are seeking someone who is excited by the opportunity to implement our Social Housing Services model in the community. The right candidate is looking for a great challenge and has the motivation and interest to lead our dedicated team of Property Managers through this period of growth.

You are self-driven, with a demonstrated ability to effectively plan and organise your own workload and establish priorities. You have an understanding of the legal framework for social and affordable housing and respect cultural and social diversity.

To be successful in this role, you will have:

- Solid previous experience within Housing and/or Community Services and an understanding of housing and tenancy services & principles.
- Relevant Degree in Social Sciences, Humanities, Business, and/or Property Management.
- State-based Real Estate License for Victoria, or the ability to acquire the license within 12 months after commencing in the role.
- Knowledge of relevant statutes/legislation including, but not limited to, Housing Act 1983 (Vic) and Residential Tenancies Act 1997.
- Knowledge of current/emerging trends and requirements applicable to the delivery of social & affordable housing services.
- Experience in community development would be well regarded.
- Well-developed interpersonal and communication skills with a resilient and confident profile.
- Experience in developing and maintaining collaborative partnerships and stakeholder relationships.
- Highly organised with good prioritisation and time management skills.
- Experience with people management with the ability to inspire, lead, coach, and mentor a multicultural team, and guide people on difficult matters.
- Experience in monitoring office/portfolio performance, managing budgets and business KPIs, including hands-on property management expertise.
- Highly proficient in MS suite, preferably with previous exposure to the MRP software.

What we offer

- An attractive and competitive remuneration package.
- Five weeks annual leave plus leave loading.
- Company phone, and laptop provided
- Flexible working arrangements including the ability to work from home (subject to agreement).
- A profit-for-purpose organisation with strong team culture and a commitment to work-life balance.
- Opportunity to be part of a dynamic, cohesive, and supportive team.
- Our growing business with opportunities for advancement or new challenges.
- Critical role to the business success – contribute to making a positive social impact and difference.



Mandatory requirements for this position are current unrestricted Driver's licence, National Criminal Police Check, and full Covid-19 Vaccination.

NAH is committed to diversity, equal opportunity, and inclusion. We foster a culture that values and responds to the rich diversity of our community and encourage people of social and culturally diverse backgrounds to apply.

For more information, please contact Carolina Sotero on 1300 001 447.

Please apply by providing a cover letter addressing the "About you" section above and your CV.