

Coordinator Allocations and Front-End Services

- **Join an organisation with a clear purpose to provide affordable housing for all**
- **Flexible working**
- **Base salary + super + NFP packaging benefits.**

HousingFirst is an award-winning, independent, not-for-profit organisation providing social and affordable community housing for people on low to moderate incomes. We draw on 30 years of financial, design, construction, and project management experience to create some of Melbourne's most attractive and liveable developments. Our services are particularly targeted to people who are disadvantaged, experiencing housing stress or at risk of homelessness.

What makes HousingFirst unique is its locally based approach to housing management with an emphasis on building local communities that are welcoming, socially inclusive and great places to live.

We have recently entered an exciting new growth phase with the significant planned expansion of our property portfolio. To support this continued growth, we have an opportunity for a Coordinator Allocations and Front End Services to join our team.

Reporting to the GM Housing Services this role is responsible for ensuring a high standard of performance and professional practice in the allocation of new and existing properties across the housing portfolios, and our front end customer service experience. Responsibilities include, but are not limited to:

- Allocation Management - Oversee the coordination of offers and allocations for all new and existing properties
- Ensuring allocations and vacant turnaround times are managed in line with performance expectations, compliance requirements and HousingFirst policy and procedures.
- Ensure excellent front end customer service experience to our stakeholders through effective management and operational continuous improvement
- KPIs and Reporting - Analyse and report on key performance indicators and trends from monthly and quarterly activity and undertake consultation with General Manager Housing Services to inform the ongoing management and development of housing services delivery.
- Policy and Procedure - Review, develop and implement policy and procedures in line with organisational requirements, best practice and the regulatory framework
- Leadership and development of Allocations and Service Team

The successful candidate will have:

- Previous experience in a similar role ideally within the Housing Services or related sector/s.
- Working knowledge of the Residential Tenancy Act (landlord responsibilities) is desirable.
- Demonstrated skills experience in working effectively & sensitively with people with complex needs & challenging behaviours
- A proactive individual with energy and drive and a strong desire to succeed.
- Commitment to social justice and to the empowerment of disadvantaged members of the community.

Our workplace is characterised by the values of integrity, respect, inclusiveness, collaboration and accountability. We offer attractive remuneration, salary packaging and flexible working conditions.

To be considered for this opportunity you must have Australian Citizenship or Permanent Residency Status. A Working with Children and National Police Check will also be required for the preferred candidate

To apply please email your resume and a cover letter outlining how you meet these requirements to dseager@housingfirst.org.au

Whilst we appreciate the interest of all prospective candidates, please note that only shortlisted candidates will be contacted.

Building Strong Communities

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