

# Form Position Description

ABN 63 954 974 254  
ICN 2256



---

**JOB TITLE**                      **HOUSING ADMINISTRATION OFFICER**

**REVIEW DATE**                **08/03/2018**

**REPORTS TO**                 **Community Services Manager**

---

## POSITION DESCRIPTION

**Position purpose**                      *To provide a high level of administrative support to the Housing Management team by answering phone enquiries, scheduling accommodation and planning for community visits, ensure all files are prepared for the Housing Officers prior to community visits and forms prepopulated accordingly.*

**Main tasks**                              Core objectives include:

- Administrative duties associated with the Housing Officers return from communities
- Apply and work within PMMRAC's Code of Conduct, Housing Management Policy and contractual obligations
- Assist Community Services Manager with office duties as requested
- Assist the Housing Team in achieving contract KPI's
- Communicate with other sections in PMMRAC, communities, contractors and other service providers, and relevant government agencies when required
- Conduct monthly application reviews and follow up.
- Ensure all appropriate documentation are filed in the correct places i.e. hard copy file, PMMRAC and DOH's relevant document management systems
- Ensure documentation and processes are updated from Department of Housing updates
- Ensure spreadsheets are updated daily
- In conjunction with Community Services Manager and Housing Officers assist with data entry into Habitat on behalf of the Department of Housing
- Liase with tenants, community council, service providers and STEP
- Planning of visits and ensuring appropriate contact and paperwork is done within the prescribed time limits
- Willing to accompany Housing Officers where required on community visits
- Working alongside other members of PMM's housing team and customers to provide property management services for contractual agreements.

The above list is not exhaustive and the role may change to meet the overall objectives of the company.

---

<b>Other Duties</b>	Fulfil other duties as required by management and other department personnel as requested/required.
---------------------	---

## PERSON SPECIFICATION

<b>Qualifications</b>	<ul style="list-style-type: none"><li>• Cert IV or higher in Business Administration (desirable)</li><li>• Cultural Awareness</li></ul>
<b>Experience</b>	<ul style="list-style-type: none"><li>• Demonstrated analytical and time management skills</li><li>• Demonstrated computer literacy in Microsoft Office Suite particularly Microsoft Word and Excel</li><li>• Demonstrated experience in a similar role</li><li>• Demonstrated experience in operating a 4WD vehicle on sealed and unsealed roads</li><li>• Demonstrated experience with Habitat software (desirable)</li><li>• Demonstrated verbal and written communication skills</li></ul>
<b>Knowledge</b>	<ul style="list-style-type: none"><li>• Demonstrated basic knowledge of electrical/ plumbing parts</li><li>• Demonstrated knowledge, understanding of and commitment to the principles of Equal Opportunity and Occupational Health and Safety</li><li>• Demonstrated understanding and appreciation of the socioeconomic status and traditions of Indigenous Australians and ability to communicate effectively with Aboriginal people</li></ul>
<b>Skills &amp; competencies</b>	<ul style="list-style-type: none"><li>• <b>Communication:</b> the ability to communicate clearly and concisely, varying communication style depending upon the audience.</li><li>• <b>Attention to detail:</b> excellent attention to detail and written skills when communicating with others, both internally and externally.</li><li>• <b>Teamwork:</b> willingness to assist and support others as required and work alongside team members in a professional and positive environment.</li><li>• <b>Time management/organisation:</b> accomplish objectives effectively within time frame given, and carry out administrative duties within portfolio in an efficient and timely manner.</li></ul>
<b>Personal attributes</b>	<ul style="list-style-type: none"><li>• Professional approach</li><li>• Ability to work under pressure</li><li>• Organisational and time management skills</li><li>• Excellent attention to detail</li><li>• Confident manner</li><li>• Positive approach to change</li></ul>
<b>Other</b>	<ul style="list-style-type: none"><li>• Current 'C' class (open) <b>manual</b> driver licence (essential)</li><li>• Current National Police Clearance (essential)</li><li>• Pre-employment medical including a drug and alcohol test (essential)</li></ul>

**This job description serves to illustrate the scope and responsibilities of the post and is not intended to be an exhaustive list of duties. You will be expected to perform other job related tasks requested by management and as necessitated by the development of this role and the development of the business.**

**ACKNOWLEDGEMENT**

---

I certify that I have read, understood and accept the duties, responsibilities and obligations of my position.

**SIGNED BY YOU**

.....  
Employee

.....  
Date

**SIGNED BY AN AUTHORISED REPRESENTATIVE OF PILBARA META MAYA REGIONAL  
ABORIGINAL CORPORATION**

.....  
Chief Executive Officer

.....  
Date