

# Palmerston North City Council Job Profile



<b>Position Title</b>	Housing Tenancy Officer
<b>Reporting to</b>	Housing Tenancy Manager
<b>Unit</b>	Community
<b>Date last updated</b>	November 2019

## Values and Principles

Our principles of being inclusive, ambitious, enabling, open, bold and guardians support goals that enable Palmerston North City Council's vision: *Small city benefits, big city ambition*. Our values are transforming to reflect aspirations for the city to reach its potential through building on its strengths. We believe it is essential to be a leader, to treat each other with respect and dignity, to take responsibility for our own actions, and to have a positive, friendly and professional approach.

## Context

The Community Unit has four divisions: Community Development, Libraries, Housing and CET Wildbase Recovery Centre. Although each area has a differing focus, all support the enhancement of community wellbeing underpinned by the nationally recognised guiding principles of community-led development:

- Shared local visions or goals drive action and change.
- Use existing strengths and assets.
- Many people and groups working together.
- Building diverse and collaborative local leadership.
- Adaptable planning and action informed by outcomes.

Combined, the unit provides opportunities for people to connect, learn, share, create, collaborate and experience through access to innovative services and facilities such as the Libraries, Youth Space and the CET Wildbase Recovery Centre. Alongside strategic and community partners, the unit also has a role for supporting the capacity and capability of the community and cultural sectors; and the tenancy management for Council's substantial housing portfolio.

## Main Purpose

Palmerston North City Council is one of the few New Zealand councils providing community housing and increasing the units in its housing portfolio. The Council currently provides about 400 housing units, providing homes for the city's most vulnerable residents. The Housing Tenancy Officer's primary focus is the delivery of tenancy services to our tenants in the social housing portfolio. Council strives to deliver a customer-centric service to our tenants, alongside ensuring tenants have social support and opportunities that support social inclusion.

## Key Areas of Responsibility

Provide effective administration and management of the housing tenancies and liaise with other Council activities, including:

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- Regularly communicate in a timely manner with housing applicants, tenants, team members and the Housing Tenancy Manager.
- Escalate issues to the relevant team member, Housing Tenancy Manager or support organisation in a timely manner, providing relevant and accurate details.
- Ability to think and act fast, make decisions and solve problems tenants have in relation to their tenancy.
- Use robust processes for prospective tenants and ensure that these are available and communicated in ways that meet the diverse needs of applicants.
- Putting our tenants “front and centre” for all decisions, actions, and considerations relating to their well-being.
- Continuously improving the tenancy service, to enable our tenants to experience easy, timely, responsive, and consistent interactions with Council.
- Maintaining statistics on vacancy rates and waiting lists to enable Council to make data-led decision-making.
- Inspect council units and liaise with the tenants occupying the Social Housing units at least three times a year.
- Work across Council in cross-functional teams to achieve its vision and strategic goals.
- Suggest improvements to the practice of the Social Housing operating model and procedures.
- Foster and maintain relationships with external and internal support agencies.
- Ensure tenants have access to further support and opportunities for social inclusion, such as working with team members from Community Development, Libraries, and events on delivering programmes and services that meet the informational and social connectivity needs of the tenants.
- Support tenants through connecting into community-based organisations to reduce loneliness, and isolation.

***Please note:** Key areas of responsibility are likely to develop and change over the course of an employee’s tenure at Council as the employee grows in skills and competencies. These key tasks and areas of responsibility are not an exhaustive list, nor will they remain static. The annual Performance, Planning and Evaluation (PPE) will supersede this job description. In addition, employees may be asked to do tasks outside of this description as and when required.*

## Risk Management Accountabilities for All Employees

### Council Policies and Procedures

- Ensure self and team comply with applicable council policies and procedures.

### Environmental

- Reduce environmental impacts that might arise from work. All activities and communications must be conducted according to applicable environmental laws and council policies. Promote the proactive management of environmental issues associated with conducting business.

### Health & Safety

- Comply with Health and Safety obligations (e.g. observe and practice safe work methods, ensure your own safety and that of others, report any hazards or potential hazards immediately, use protective equipment and wear protective clothing provided where appropriate, only operate equipment that you have the necessary licence and skills to operate, make unsafe situations safe or

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report unsafe working conditions to your supervisor, report all accidents including near misses promptly).

## Employment Legislation

- Comply with employment legislation and adhere to applicable policies in the areas of employment, EEO and recruitment.

## Key Relationships

### Internal:

- Housing Tenancy Manager
- Housing Tenancy Officer
- General Manager - Community
- Housing Maintenance Officer
- Facilities Management Team Leader
- Manager - Property
- Finance officers
- Front of house and call centre staff
- Other PNCC staff

### External:

- Tenants
- External contractors
- Kāinga Ora - Homes and Communities (Previously known as Housing New Zealand)
- Te Tihi
- MASH Trust
- Housing Advice Centre
- Housing Monitoring Centre
- External Government agencies – Police, MSD,
- Community agencies – Age Concern, Community Mental Health, Options, Neighbourhood Support
- Other not for profit housing providers – Manawatu Housing Trust, Salvation Army

## Typical Knowledge, skills, and attributes:

### Knowledge (*qualifications and experience*)

- A relevant tertiary qualification would be ideal but is not essential.
- Working knowledge of the Residential Tenancies Act.
- A current full New Zealand drivers licence.
- Previous experience in tenancy management is essential.
- Previous experience within a Local Government environment would be desirable.

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- Computer literate – must be able to use Microsoft Office to an intermediate level.
- Proven skills in written and verbal communication, to achieve good tenancy outcomes.

## Skills and Attributes

- Ability to practice tenancy-management competencies to a high standard, including receiving applications, allocating tenancies, managing and administering tenancy agreements, bonds and debts, attending the tenancy tribunal as required, and undertaking annual rent reviews.
- Ability to working with different cultures and communities, developing an awareness of their specific needs.
- Ability to have a developed understanding of the processes and technology to deliver the outcomes in line with the Social Housing operating model.
- Ability to maintain a professional demeanour in difficult and complex circumstances.
- Ability to follow processes in a systematic and logical manner.
- A strong desire to provide excellent customer-centric service.
- Ability to build and maintain strong relationships with stakeholders.
- A high degree of initiative, with the ability to work autonomously with minimal supervision.
- Ability to communicate with a wide range of people from varying backgrounds in an effective, sensitive, and professional manner (written, over the phone, and face-to-face).
- Ability to organise workload in an efficient and effective manner.
- Ability and desire to contribute to a positive team environment.
- Ability to analyse complex tenancy issues and come to sound decisions.

## Remuneration

- This role is graded at **GP5** on the Council’s remuneration system, i.e. between **\$54,930** (85%) and **\$64,623** (100%) depending on the Manager’s assessment of the skills/experience of the jobholder and any other relevant factors.
- In addition, a benefit entitlement of **3%** of the base salary is available.

## Other

The position may be called to work outside normal working hours in the event of a Civil Defence emergency or exercise. The job holder will be expected to participate fully in training provided for this and any other Unit activities.

## Competencies

Core	
Service	<ul style="list-style-type: none"> <li>▪ Recognises the diversity of customers, and adapts approach and style to meet their needs</li> <li>▪ Offers customers a range of solutions to problems</li> <li>▪ Demonstrates commitment to delivery of agreed solutions</li> <li>▪ Delivers and follows up on solutions</li> <li>▪ Seeks and gives feedback from customers</li> <li>▪ Looks for where improvements can be made to systems and processes</li> </ul>

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<b>Communication</b>	<ul style="list-style-type: none"> <li>▪ Clearly communicates messages in a clear and concise manner</li> <li>▪ Uses the most effective method and style of communication for the target group and the situation</li> <li>▪ Uses active listening techniques including reflection and paraphrasing</li> <li>▪ Shares ideas appropriately</li> <li>▪ Recognises and minimises barriers to communication</li> </ul>
<b>Business ethics</b>	<ul style="list-style-type: none"> <li>▪ Demonstrates integrity, honesty, and commitment</li> <li>▪ Acts ethically in all dealings</li> <li>▪ Is equitable and ethical in the treatment of others</li> <li>▪ Is prudent in financial dealings</li> </ul>
<b>Information Technology</b>	<ul style="list-style-type: none"> <li>▪ Has an appropriate level of skill in computer software relevant to the requirements of the role. Is confident to try new software</li> <li>▪ Looks for ways to improve efficiency using technology - takes advantage of technology to achieve goals</li> </ul>
<b>Health &amp; Safety</b>	<ul style="list-style-type: none"> <li>▪ Proactively seeks and provides input into health and safety improvements in their work environment</li> <li>▪ Promotes and participates in a healthy and safe work culture</li> <li>▪ Keeps up to date with health and safety legislation and regulations relevant to the work they carry out</li> </ul>
<b>Role specific</b>	
<b>Intellectual Capability</b>	<ul style="list-style-type: none"> <li>• Goes beyond the immediate problem presented and probes to make sure all aspects are addressed</li> <li>• Able to consider the wider implications in formulating a decision</li> <li>• Shows evidence of conceptual and innovative thinking</li> </ul>
<b>Professional Skills</b>	<ul style="list-style-type: none"> <li>• Practical experience in a field over a number of years and familiar with all facets of the profession required by PNCC</li> </ul>
<b>Coaching and Mentoring</b>	<ul style="list-style-type: none"> <li>• Takes opportunities for professional development</li> </ul>
<b>Organisation Excellence</b>	<ul style="list-style-type: none"> <li>• Recognises opportunities for innovative solutions for organisation improvement</li> <li>• Defines expectations of performance and values</li> </ul>
<b>Relationship Building</b>	<ul style="list-style-type: none"> <li>• Builds and maintains professional and productive relationships with key stakeholders</li> <li>• Understands the cultural requirements of the legislation they work within</li> <li>• Demonstrates sensitivity to other groups and values diversity</li> <li>• Understands stakeholders' views and why they are held</li> </ul>
<b>Political Acumen</b>	<ul style="list-style-type: none"> <li>• Understands the political systems and underlying drivers</li> <li>• Understands the statutory and legal framework the Council operates within and able to effectively operate within this framework</li> <li>• Operates in a fair, consistent, and equitable manner</li> </ul>
<b>Teamwork</b>	<ul style="list-style-type: none"> <li>• Understands team dynamics and is an active and contributing team player in the organisation</li> <li>• Develops high performance project teams</li> </ul>