

2.16	Property Administration Coordinator			
<i>Service Area:</i>	<i>Date first drafted / approved:</i>	<i>Last approved by: (name and signature)</i>	<i>Last approval / review date:</i>	<i>Next Review Date:</i>
Human Resources	01112017	Paula Armandi	11082022	11082022

Reporting to: Human Resources and Training & Development Manager

Functional Relationships with:

- Administration staff
- Other Staff of WALSH Trust, as appropriate and required
- Tenants, clients of Walsh Trust, their family/whanau and significant others
- Community agencies and services
- Trades people & external building and maintenance contractors/teams

Responsible for: The provision of a range of quality property and other administrative duties that support the organisation to function efficiently

WALSH Trust Mission Statement
To deliver excellent mental health support services that reflect your choice, that support your recovery, and connect you to your community

Key Responsibilities

- Responsible for providing the administration support required to support the effective management of WALSH rental, residential and office properties., including liaising with tenants.
- Responsible as part of the Administration team for assisting with administration in general to ensure the efficient running of the organisation including providing reception duty cover as required.
- Responsible for the efficient coordination of document control tasks as delegated.
- Responsible for carrying out duties as requested in a professional and courteous manner that complies with the policies and procedures of WALSH Trust.

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Key Task Area	Performance Standards	Expected Outcomes
<p>Responsible for providing the administration support required to support the effective management of WALSH rental, residential and office properties.</p>	<p>Respond to and screen applications from potential tenants and arrange tenancy agreements and bond requirements for people offered tenancies.</p> <p>Liaise with tenants to develop positive relationships and follow up on tenant's queries or landlord concerns. Resolution of landlord concerns may require application to and attendance at the Tenancy Tribunal.</p> <p>Maintain positive relationships with the owners or agents of properties leased by Walsh Trust and liaise with them regarding any issues that arise</p> <p>Investigate and resolve any tenants' complaints and attend Tenancy Tribunal hearings if required. Where appropriate liaise with tenant's support workers and facilitate house meetings.</p> <p>Carry out inspections on tenanted properties at start and end of tenancies and at regular intervals during tenancies and arrange for any required follow up corrective actions.</p> <p>Liaise with accounts and tenants regarding any rent arrears, bond payments and refunds.</p> <p>Regularly inspect all designated properties and action improvement requests from management as approved. Liaise as required with staff, tradesmen, property management agencies and landlords.</p> <p>Monitor and update Property</p>	<p><i>Applications for tenancies are responded to promptly. Applications are screened to optimise positive tenancy outcomes.</i></p> <p><i>Positive relationships are maintained with tenants and steps are taken to resolve issues effectively</i></p> <p><i>Owners/Agents of properties leased to Walsh Trust report effective relationships.</i></p> <p><i>Tenants complaints are responded to effectively to resolve in a timely manner</i></p> <p><i>Inspections are carried out according to schedule and SOP requirements. Administration records are maintained that record details of inspections and any follow up corrective action required.</i></p> <p><i>Rent arrears are responded to promptly to recover arrears. All bond payments and refund forms are completed promptly.</i></p> <p><i>Records evidence inspections and outcomes. Requests are action promptly and within approved budgets Positive relationships are built and maintained with staff, tradespeople, other agencies and landlords</i></p> <p><i>Property maintenance Schedule is up to date and accurate</i></p>

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	<p>Maintenance Schedule and maintain accurate administration records of ongoing regular maintenance work for designated Walsh owned and leased properties.</p> <p>Monitor and update Fire Safety Procedures, electrical checks and pest control for designated Walsh Trust leased and owned properties.</p> <p>Procure furniture, furnishings, appliances, and chattels for tenanted properties and designated sites as approved. Keep accounts updated with any changes to be recorded for the Asset Register</p> <p>Copies of all keys relating to rental properties labelled accurately and held securely</p> <p>Standard Operating Procedures for property administration processes are developed, reviewed, and updated.</p> <p>All records and documentation with respect to Walsh Trust properties are kept up to date and are accurate.</p> <p>Liaise with the council, and other related agencies with regard to compliance issues and/or applications when required.</p>	<p><i>External contractors complete all Health & Safety checks on time. Walsh Trust meets compliance regulations.</i></p> <p><i>Purchases are done according to policy</i></p> <p><i>All keys are available and identifiable</i></p> <p><i>SOPs accurately reflect processes followed</i></p> <p><i>End of month reports on inspections and corrective action plans, tenancy numbers and issues, number of maintenance jobs logged and completed for month</i></p> <p><i>Liaison with Council is timely and appropriate. Documentation is completed as required.</i></p>
<p>Responsible for assisting with general administration duties that contribute to the efficient running of the organisation.</p>	<p>Supports administration duties assigned, including minute taking.</p> <p>Provides administration and reception cover as required.</p>	<p><i>Data entry and processing is accurate and tasks are completed in a timely manner</i></p> <p><i>People who contact reception receive a high standard of customer service. Communication between people via reception is efficient, culturally appropriate and respectful.</i></p> <p><i>Calls are redirected as appropriate Referrals and messages are forwarded promptly</i></p>

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	Contributes to the office environment and facilities being maintained.	<i>Administration areas are tidy and well organised</i>
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Responsible for coordinating document control processes	<p>Supports document control tasks and reviews.</p> <p>Documents are formatted as per agreed guidelines in the correct site.</p>	<p><i>Monitors and initiates the review of document as per document control processes.</i></p> <p><i>Documents are produced to the agreed standard. Intranet library is maintained</i></p>
Responsible for carrying out duties as requested as part of the administration team and in a professional manner that complies with WALSH Trust's policies and procedures.	<p>WALSH Trust Policies and Procedures and any relevant practice manuals are followed</p> <p>Gathers and uses information to inform decisions relevant to the role.</p> <p>Engages with colleagues to give and receive constructive feedback</p> <p>Reflects on strengths and needs and seeks and takes up any learning opportunities for professional development</p> <p>WALSH Trust values are followed in practice</p>	<p><i>WALSH Trust policy and procedures are adhered to and the service provided reflects the values and direction of the Trust</i></p> <p><i>Staff of WALSH Trust report satisfaction with the quality and performance of administration tasks</i></p> <p><i>Health & safety processes are followed</i></p> <p><i>Professional development is undertaken as required</i></p> <p><i>Positive and authentic relationships in all spheres of work activity are evidenced in practice</i></p> <p><i>The organisation's culture and values, including the values and attitudes of Let's Get Real are supported or enhanced</i></p>

Person Specification

<i>Values and Characteristics</i>	<i>Required</i>
Professional attitude and presentation.	

WALSH Trust Policies and Procedures

Employee signature.....

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<p>Good time management (able to work after hours on occasion). Appropriate sense of humour. Well organised and valuing competency Creative and innovative. Excellent communication skills Willing to take on extra training. Non-judgemental and respectful approach to a wide range of people. Adaptable and flexible</p>	<p>All are essential for success in this position</p>
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<i>Qualifications, Knowledge/Experience, Skills.</i>	<i>Required</i>	<i>Desired</i>
Computer literacy.	*	
<ul style="list-style-type: none"> • Microsoft Word • Microsoft Excel, Publisher and Power point • SharePoint • Database entry 	*	* *
Knowledge of Tenancy law	*	
Knowledge of Building Compliance processes	*	
Multi-tasking abilities.	*	
Effective planning and problem solving skills.	*	
Good written and verbal communication skills.	*	
Knowledge of Te Tiriti o Waitangi.	*	
Full, clean driver's license	*	