



Job Title	Tenancy Manager
Service	ACMHL
Location	Multi-site
Reports to	General Manager - ACMHL
Direct reports	Nil
Job Purpose	
<p>Tenancy managers deliver end to end tenancy and property management services across an allocated portfolio of properties with the goal of enabling sustained housing solutions for tenants.</p> <p>Key to the role is to ensure the service complies with relevant legislation.</p> <p>This role is not responsible for the provision of social services which are delivered by Auckland City Mission, but liaises and works closely with the social services teams to support sustainable tenancies.</p>	
Key Result Area	Key Accountabilities
Tenancy Management Services	<ul style="list-style-type: none"> • Deliver effective end to end tenancy management services across the portfolio properties • Assess applications and select tenants in accordance with policies and values • Allocate properties and prepare tenancy agreement and associated documents in a timely manner • Welcome and induct tenant in accordance with guidelines • Respond to maintenance requests and complaints • Conduct regular inspections and follow up on repair and maintenance requirements • Collect rent and manage rent arrears • Address anti-social behaviour issues • Issue notices to tenants e.g. planned maintenance work and/ or enforcement or breach of tenancy • Process the termination of a Tenancy Agreement including final inspection • Maintain tenancy and property records
Relationship Management	<ul style="list-style-type: none"> • Actively build relationships with tenants, utilising a case management approach • Work in partnership with Auckland City Missions Services to ensure ongoing tenancy sustainment and maintain supportive housing model • Build and maintain relationships with landlords and property managers • Liaise with contractors and service providers to ensure services meet required standards

Operational Support	<ul style="list-style-type: none"> • Prepare relevant documentation and represent ACMHL at the Tenancy Tribunal as required. • Regularly review debtors, taking corrective action as required. • Proactively assist in the continuous improvement of tenancy management services. • Assist from time to time in other duties as requested by the General Manager.
Health and Safety	<ul style="list-style-type: none"> • Working in a safe manner and being aware of all personal safety requirements of the role and processes • Report incidents and any risk as per ACMHL policy
Be part of the ACMHL Team	<ul style="list-style-type: none"> • Comply with all legislative and regulatory requirements and report any breaches as soon as they become known. • Adhere to all operating procedures, policies, guidelines and standards of integrity and conduct. • Demonstrate a commitment to and respect for the Treaty of Waitangi
Qualifications and Experience	
Qualifications	<ul style="list-style-type: none"> • Qualification in property or business-related field AND • At least one years' experience in tenancy management, ideally in a social housing context OR • At least three years' experience in tenancy management, ideally in a social housing context • Full or restricted NZ Drivers Licence
Skills and Experience	<ul style="list-style-type: none"> • Understanding of the Residential Tenancies Act and how it applies to tenancy management • Experience of tenancy management information systems • Proficient user of Microsoft Office products and ability to learn new systems. • Excellent communication (written and oral) skills. • Proficient numerical / financial skills • Excellent customer service skills with the ability to resolve conflicts • Self-starter with strong ability to work effectively in a team • Reputation for personal integrity and reliability. • Commitment to embodying the principles of the Treaty of Waitangi in organisational practice. • Experience working with vulnerable communities, homelessness or addictions or trauma.