

Property Manager Service Operations

Position details

Classification	DHA4
Business area	Service Operations
Supervisor	Assistant Regional Operations Manager
Location	Various
Position status	Full Time, standard hours
Security clearance	Baseline

OUR ORGANISATION

Do you want a role supporting our defence personnel? Defence Housing Australia is a Government Business Enterprise providing housing and related services to Australia's defence personnel and their families. Our housing portfolio at approximately 18,500 properties is one of Australia's largest, and our properties are located in all states and territories.

We take pride in serving those who protect Australia and our way of life. We are a motivated and professional organisation, welcoming people from diverse backgrounds with both private and public sector experience. We strive to continually look for innovative ways to improve and deliver services to best meet the needs of our customers. We are committed to creating vibrant and healthy workplaces and encourage you to embrace our purpose and join our team. Together we are building an inclusive culture that encourages and supports equal opportunity and celebrates the diverse voices of our employees and the communities we operate in.

ABOUT YOUR TEAM

A Property Manager reports to the Assistant Regional Operations Manager and sits within the Service Operations team, within the Service Delivery Group. The work environment is dynamic, with a variety of tasks being undertaken to ensure the successful management of a portfolio of properties.

YOUR CONTRIBUTION

As a Property Manager, within the Service Operations team, you will contribute to the business outcomes of your regional office by:

- Managing a portfolio of service residences with respect to presentation to DHA standards, tenant interactions, maintenance and other property related matters within DHA's agreed SOPs.
- Conducting property inspections, identifying tenant liability and coordinating the preparation of properties for incoming tenants, in accordance with DHA's standards of housing.
- Identifying and arranging maintenance services to be undertaken in line with budgets; including raising work orders, monitoring progress, following up and authorising payment upon completion.

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- Managing and updating DHA systems efficiently and effectively to ensure properties are returned for tenancy within set timeframes to meet KPI objectives.
- Responding to internal and external customer enquiries and requests in a timely manner, providing pro-active advice and solutions, and escalating complex queries to team leaders.

WHAT WE ARE LOOKING FOR

For this role, we will consider how well you:

- Have proven abilities to problem solve, analyse and interpret information to make informed decisions, balancing the needs of the business against the application of legislation, industry best practice and applicable standards.
- Have the ability to present and communicate information clearly across a range of mediums (including written and verbal) and strong stakeholder engagement skills.
- Have highly developed organisation skills with the ability to manage competing priorities whilst delivering a high level of customer service.
- Have the ability to quickly develop skills and knowledge of business and government processes, applicable legislation, and best practice to deliver quality business outcomes.
- Have proven experience working flexibly within a high pressure environment to meet organisation/team objectives.

CONDITIONS AND BENEFITS OF THE ROLE

This is a full-time position. DHA's core business hours are between 8.30am and 5.00pm Monday to Friday. DHA operates under flexible working hours and staff may be required to work outside core business hours at times.

Your employment experience with DHA will include work-life balance and flexible working options, competitive salary and benefits (including 15.4% superannuation contributions by DHA), generous leave entitlements, career progression opportunities and a diverse range of interesting projects in a high performing and collaborative work environment.

HOW TO APPLY

Considering the information above, please use 500 words to detail how your skills, experience and knowledge are relevant to the role and describe the contribution you can make to DHA. This will give us an idea of your writing and comprehension ability, as well as your understanding of the role.

Please refer to the [Australian Public Service Commission's Cracking the Code](#) for additional assistance with your application.

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