

Investor Support Officer

Marketing and Investor Support

Position details

Classification	DHAL5
Business area	Provisioning Group
Supervisor	Investor Support Manager
Location	Canberra – Gungahlin (Head Office)
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 17,000 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

The Provisioning Group is responsible for bringing quality properties into the portfolio to meet Defence requirements through various leasing and acquisitions programs.

The Marketing and Investor Support team provides advice, support and specialist services to the Provisioning Group and is responsible for supporting DHAs provisioning programs by generating quality leads and nurturing investors through to conversion to landlord.

YOUR CONTRIBUTION

In this role you will actively sell the benefits of DHA's investment opportunities to prospective investors via DHA's omnichannel CRM platform with a view to securing investors. In doing so, you will help to ensure leasing targets are achieved for both Direct Leasing and Strategic Provisioning Programs.

- Handle enquiries from prospective investors via DHA's omnichannel CRM platform (phone, email, webchat). This includes educating prospective investors about DHA's property investment products, undertaking lead qualification and providing general assistance with a view to securing investors.

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- Update and maintain DHA's web-based sales Customer Relationship Management (CRM) system by accurately recording investor interactions.
- Establish and maintain effective and productive working relationships with DHA staff, stakeholders, contractors and third-party agencies.
- Undertake administration and contract management functions, as required.
- Assist with implementing operational marketing activities and events to drive leads for DHAs leasing programs.

WHAT WE ARE LOOKING FOR

Appointments in the Australian Public Service are merit-based. We will make an assessment of your suitability by looking at what you have done previously – the knowledge, skills and experience you have built, your potential for development, and your personal qualities.

For this role, we are also looking for:

- Demonstrated experience using multiple systems and apply established processes to market DHA investment opportunities and implement strategies to achieve conversions.
- Experience in a selling environment is essential, working independently and as part of a team, with proven experience to meet organisational targets.
- The ability to be flexible in adopting new selling and marketing strategies, and support changes both within the Marketing and Investor Support team as well as the broader Provisioning Group.
- Sound communication and interpersonal skills, a strong customer service focus and be a committed team player.
- Develop and manage relationships with team members, clients and stakeholders.
- Demonstrate professional experience in the Australian residential property market, including tenancy law and documentation.
- Apply an understanding of the workings of Self-Managed Superannuation Funds would be beneficial.
- Real estate qualifications (i.e., Certificate of Real Estate or Licence) are highly desirable.

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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