

Investor Support Manager

Marketing & Investor Support

Position details

Classification	EL1
Business area	Provisioning Group
Supervisor	National Manager, Marketing & Investor Support
Location	Canberra – (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 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

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

The Marketing & 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 lead, motivate and manage a small team responsible for selling the benefits of DHAs investment opportunities and providing excellent customer service to prospective investors via DHAs omnichannel systems, with a view to nurturing potential investors to secure leased property. In doing so, you will help to ensure leasing targets are achieved for both Direct Leasing and Strategic Provisioning Programs.

You will provide specialist advice to prospective investors, ensuring they understand the DHA property investment product and negotiating with them to overcome objections.

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- Demonstrated management skills, including the ability to plan, organise and prioritise a demanding workload, adhere to strict deadlines and achieve results in a fast-paced, high-pressure environment.
- Ensure all staff have the appropriate skills and resources to achieve desired business outcomes.
- Update and maintain DHA's web-based sales Customer Relationship Management (CRM) system by accurately recording lead interactions and actively contributing to improvements.
- Assist with implementing operational marketing activities and events to drive leads for DHAs leasing programs, this may include participating or presenting at DHA Investment Seminars and industry events.
- Establish and maintain effective and productive working relationships with DHA staff, stakeholders, contractors and third-party agencies, as required.

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:

- At least 3 years' experience in a sales environment is essential, working independently and as part of a team, with proven sales experience to meet organisational targets.
- The ability to supervise staff to ensure business targets are achieved and a high level of customer service is maintained.
- The ability to use systems and apply established processes to market properties and implement strategies to achieve conversion.
- The ability to identify process and system improvements and be a change champion supporting changes both within the Marketing and Investor Support team as well as the broader Provisioning Group.
- In-depth experience within the residential property industry and ability to deliver business outcomes, including understanding of residential tenancy law and documentation.
- Knowledge of the financial services industry and investing in property through Self-Managed Super Funds (including RG146 accreditation) would be beneficial.
- Excellent written communication skills, including the ability to write, analyse and edit documents that explain complex and sensitive operational matters, and facilitate agreed outcomes.
- Excellent stakeholder engagement and management skills with the ability to build and maintain positive working relationships with both internal and external stakeholders.
- Strong problem solving, analytical and decision-making skills together with sound judgement and attention to detail.

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

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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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