



NGĀTI WHĀTUA ŌRĀKEI

www.ngatiwhatuaorakei.com

POSITION DESCRIPTION

Position Title	Tenancy Manager
Reports To	Ngāti Whātua Ōrākei Whai Maia Chief Executive
Direct Reports	NA
Location	230 Kupe St, Orakei. (or where requested)
Date	24 May 2019

Purpose of Position

To manage the rental housing portfolio on behalf of Ngāti Whātua Ōrākei Whai Maia and provide a quality service to tenants.

Authorities	
Financial • n/a	Staff • n/a

Key Responsibilities	Performance Goals
Tenancy occupancy - manage the tenancing of • properties from application to termination	<ul style="list-style-type: none">• Compliance with our tenancy management policies and procedures and in line with the Residential Tenancies Act 1986• Minimising the periods that these homes are vacant• Dealing with tenancy breaches, abandoned tenancies, squatters and unauthorised occupants including lodgement of applications to Tenancy Tribunal
Rental payments - Administer the collection of monies associated with the tenancy	<ul style="list-style-type: none">• Recovery of rent from tenants and where relevant, other organisations e.g. Ministry of Social Development• Effective debtor management, minimise arrears and dealing proactively with debtors• Ensure the sustainability of the rental housing portfolio
Asset management - maintaining the standard of our asset and ensuring our tenant is safe	<ul style="list-style-type: none">• Regular inspections of the properties completed and in line with our tenancy management policies and procedures• Response time to tenant maintenance requests are met in conjunction with Whai Rawa and in accordance with our tenancy and asset management policies and procedures• Dealing with damage caused by tenants or their visitors in line with tenancy management policies and procedures.
Relationship and issue management - manage relationships with, and queries received, from all internal and external stakeholders	<ul style="list-style-type: none">• Receive and respond to queries from whanau, in particular tenants, relating to the management of the rental housing portfolio• Work with internal and external stakeholders to improve the quality of the services provided• Support the spirit of the papakainga, through assisting and facilitating events, whanau or hui to promote the principles of the papakainga
Documentation and reporting - maintain accurate and up to date records	<ul style="list-style-type: none">• Efficient and timely records related for all rental housing properties• Proactively seek out opportunities for business improvement and cost savings• Provide data to inform Whai Maia's strategic direction and objectives



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Person Specification:

Attributes	<p>Leadership</p> <ul style="list-style-type: none">• Demonstrates passion and enthusiasm for the organisation's vision, and motivates, leads, and empowers others to achieve organisational goals• Has a personal commitment to organisational excellence; demonstrates honesty, integrity, responsibility and strong ethics <p>Relationship Management</p> <ul style="list-style-type: none">• Skilled in building rapport and relationships with a wide range of people• Ability to work well in a team. <p>Communication and Problem Solving</p> <ul style="list-style-type: none">• Problem solving, negotiation and conflict resolution skills• Good communication skills, both verbal and written.• Ability to actively listen, seek information and ask questions to ensure understanding• Politically astute, is able to read situations appropriately and exhibit sound judgement <p>Technical and Personal Organisation</p> <ul style="list-style-type: none">• Ability to use I.T. including Word, Excel, and Outlook applications.• Ability to quickly assimilate a wide range of information and operating procedures, consistent with working in a regulated, client-focussed sector.• Ability to work quickly and accurately, on a range of duties.• Ability to prioritise and persist diligently with a varied caseload, ensuring tasks are completed in a timely manner
Experience, Education and Training	<ul style="list-style-type: none">• Experience in a similar Property or Tenancy Management role is preferred• A positive attitude and demonstrable commitment to working in a demanding, client-focused environment will be vital.• Knowledge and understanding of the people of Ngati Whatua Orakei preferred.• Knowledge of the function of residential rental housing and the Residential Tenancies Act (1986).• Knowledge of working in a Maori community/ not-for-profit and/or community and an appreciation of how these sectors work with a diverse range of people, including those who are socially and financially disadvantaged is preferred.• Use and maintain a property management system.• NCEA Level 3 (or equivalent), including English and Mathematics• Clean and current drivers licence .• Satisfactory Criminal Records Check .