

JOB DESCRIPTION

Title	Assistant Housing Officer
Institute/Department	Human Resource Department
Reports to	Director Human Resources
Location/Campus	Kukum Campus

Summary

This position is responsible to assist the housing officer with visiting tenants to solve the issue relating to their housing. Keeping records, reports and other admin related to their duties, attending housing committee meetings, assisting the housing officer in preparing the rental records and submitting to finance one week before the due date. Work with University Securities to inspect the house within the campus and outside the campus.

Main Duties and responsibilities

- Assist housing officer in helping tenants to understand their rights according to University policy and legislation
- Providing correct information to tenants regarding rental payment and benefits or any other relevant tenancy issues.
- Work with the housing officer to develop police tenant arrears.
- Keeping records, reports and other admin related to their duties
- Assist the housing officer in inspecting the SINU staff house within the campus and advise the responsible officer to do renovation if needed.

People management and teamwork:

- To develop links with external contacts such as other employers, and professional bodies to foster cooperation.
- Regular contact and liaison with staff that are eligible for rental and provide support.
- To assist in the work of a team by agreeing to objectives and adhering to work plans.
- Act as a personal mentor to staff and tenants.
- Assist and lead small workgroups within specific areas of responsibility.
- To ensure that teams within the department work together effectively.
- To assist the housing officer in resolving conflicts within and between housing tenants.

Dimensions

Problem-solving and impact:

- To resolve problems affecting staff housing.
- To contribute to decisions, which have an impact on other related areas.
- To provide advice on operational issues such as balance recruitment, and staff appointments.
- To identify opportunities for the strategic development of housing for the staff

Resource management:

- To contribute to the overall management of the department in areas such as budget management and business planning.
- To participate in departmental-level strategic planning
- To contribute to the management of quality, audit of staff tenant report

Working Environment:

- To balance the competing pressures of administrative demands and deadlines.
- To take responsibility for conducting risk assessments and reducing hazards (depending on the area of work and level of training received).
- To engage in continuous professional development.

Decision-making authority:

- Resolution of tenant complaints
- Provision of advice to management
- Assist housing officer in allocating workload for the area within the campus and outside the campus
- Development of housing budget annually.

Minimum Qualification Requirement:

Bachelor's degree in land management and real estate with relevant field

Other Requirements:

- Ability to work under pressure; ability to work long hours, and at the weekends or public holidays without demands for additional remuneration; ability to travel at short notice on university business; excellent data analysis skills (including a high degree of proficiency in MS Excel); and excellent written and verbal communication skills are required.

Experience

Essential to the position:

- Three years of experience in a related field.
- Wide breadth and depth of specialist knowledge in own area of expertise
- Understanding of different methods to address housing issues
- Computer proficiency in the standard packages (word processing, e-mail and internet use, and spreadsheets)

Desirable for the position:

- Experience in innovating networking and having good negotiation in a particular specialism area
- Experience in housing issues with public service, SOE and private sector
- Experience of collaboration with university staff when developing new housing schemes
- Experience in consultancy work with other housing stakeholders within our country.

Terms and Conditions

The position is for three (3) years under an employment contract. Remunerations and benefits will according to the SINU Salary level for Officers under the General Support Services Stream. The contract is renewable subject to good performance.