

WEST ARNHEM

REGIONAL COUNCIL

POSITION DESCRIPTION

Position Title	Tenancy Coordinator		
Location	Jabiru	Department	Community and Council Services
Position Level	Level 6	Work Group	Business and Commercial Services
Position Type	Permanent, Full time	Approval Date	4 June 2025
Coverage	WARC Enterprise Agreement 2024	Approved By	CEO

Position Objective

The Tenancy Coordinator acts as the lead for all West Arnhem Regional Council's tenancy management services. This includes residential properties occupied by West Arnhem Regional Council employees and visitor accommodation in Jabiru, Gunbalanya, Maningrida, Minjilang and Waruwi.

Key Duties or Responsibilities

1. Coordinate all aspects of residential tenancy management, including allocations, rental agreements, and inspections, in accordance with the Residential Tenancies Act, Council policies and privacy considerations.
2. Coordinate ingoing and vacating tenancies including regular inspections as required.
3. Coordinate property maintenance and repairs with internal teams and external contractors as per WARC policies and relevant legislation including planned maintenance.
4. Ensure compliance with all relevant legislation and regulations including but not limited to Residential Tenancies Act, West Arnhem Regional Council policies and procedures, and the Jabiru Masterplan Development Management Framework.
5. Educate tenants about their rights and responsibilities and negotiate to resolve any issues.
6. Provide training and support to community staff members on tenancy issues, inspections, and associated tenancy paperwork.
7. Manage WARC visitor accommodation ensuring both the booking system is up to date (including system administration), and coordinating maintenance (including furniture).
8. Support the operational teams in the communities to ensure accommodations are maintained to a high standard.
9. Maintain the Property Management Software, relevant registers and Magiq record-keeping to ensure records are kept up to date and are in line with Council policies and relevant legislations.
10. Manage oversight of all Section 19 leases and subleases to ensure they remain current as required.
11. With regard to work health and safety in the workplace:
 - a. ensure you work safely, the way you work does not cause harm to others, and you use measures within your control that prevent injuries or illnesses; and
 - b. within your area of responsibility, ensure compliance with work health and safety legislation and Council's work health and safety policies and procedures.

The employee is required to undertake any other reasonable duties or tasks as directed by the Manager Business and Commercial Services which are within the employee's skills, competence and training.

Essential Criteria

1. Ability to demonstrate 3+ years of relevant property management experience.
2. Exceptional time management skills, including a proven ability to work under pressure, prioritise commitments and meet critical deadlines while maintaining quality standards.
3. Excellent oral and written communication skills, including the ability to prepare accurate tenancy documentation and reports and successfully document complex processes.
4. Strong interpersonal and diplomacy skills, including the ability to develop positive relationships and negotiate effectively and sensitively.
5. Excellent computer literacy including email, word, spreadsheets and records management programs.
6. Demonstrated ability to work independently and professionally.
7. Demonstrated analytical and problem-solving skills, including the capacity to develop practical, creative and innovative solutions to improve systems and processes.
8. Proven ability to follow set processes and an ability to understand and apply the *Residential Tenancies Act* (RTA).
9. Qualification/licences:
 - a) Current Northern Territory Driver's Licence

Desirable Criteria

1. Local government experience
2. Current First Aid certificates
3. Supervisory experience

Organisational Relationships & Further Information

Reports to	Manager Business and Commercial Services	Supervises	None
Internal liaising	Council Services Managers Technical Services Team	External liaising	Contractors
Span of hours	Days on which ordinary hours can be worked – Monday to Friday Span of ordinary hours – 6 am to 6 pm		
Employment Check / Permit	Criminal History Check is mandatory. Unless relevant to the position, criminal history will not affect employment. Eligibility to hold a Northern Land Council permit to work is an essential requirement of all employees who are not Aboriginal people living within the land trust.		
Travel	Frequent travel to remote communities by light aircraft or 4wd will be required, and stays may be required.		

This position description should be read, and applied, in conjunction with other corporate documentation that guides decision-making, action and conduct, including but not limited to: the employment contract and conditions, Code of Conduct, delegation manual, legislation, regulation, policies, procedure, process, standards and plans.