

POSITION DESCRIPTION

Position Title:	Tenancy Services Manager (x2 positions)
Employer:	Brisbane Housing Company Ltd.
Responsible to:	General Manager – Operations
Direct Reports:	Housing Managers (x6 FTE), or Housing Managers (x4 FTE) and Client Services Assistants (x1.8 FTE)

Position Purpose

The Tenancy Services Managers (TSMs) are responsible for leading and managing the Housing Management (HM) team, and assisting them to deliver accountability around housing allocations, vacancies, arrears management, tenant behaviour and property inspections. The TSMs may manage their own small portfolio or provide back-up tenancy management as required.

HMs are responsible for day-to-day tenancy and property management and for delivering effective tenancy management practices, systems and records for Brisbane Housing Company (BHC) directly managed housing stock. The TSMs are responsible for ensuring that a consistency of standard is upheld. The TSMs reports to the General Manager – Operations (GMO).

The HMs team are required to apply BHC policies and procedures relating to tenancy management and client service to ensure that tenancies are sustainable, well managed and compliant with all relevant legislation. It is the responsibility of the TSMs to ensure the policies and procedures are being adhered to and to provide support to ensure this compliance.

The TSM roles monitor and support the HMs to ensure key KPIs and targets are reached (e.g. vacancy turnaround, arrears etc.) and that continuous improvement requirements are embraced. BHC is committed to ensuring a values driven and supportive workplace; the TSMs are key to building a culture that is respectful for our tenants, is considerate of the barriers and experiences often encountered by those living in community housing, yet balances the accountabilities that impact upon financial viability. The TSMs will support HMs manage their demanding roles, promote workplace safety, enhance workplace wellbeing and create a positive and cohesive team.

The TSMs work collaboratively with the Planning & Training Manager (who is responsible for monitoring key statistics, leads key technology/system improvements within the team, and schedules routine inspections), the Community Development Manager (who is responsible for leading BHCs approach to engaging with tenants) and the Tenancy Services Coordinator (who is responsible for overseeing the income-based rents and some auditing tasks). Each of these roles provides expertise that supports the TSMs to fulfill their role. HMs are supported in their role by dedicated Allocations staff, an experienced team of Asset Managers and a Reception/Administration team.

In addition, one of the TSM positions is also responsible for leading and managing two Client Services Assistant's (Allocations) team. The Allocations team is responsible for the day-to-day coordination of referrals for accommodation within the BHC portfolio and for providing information and advisory services to clients and visitors to the Company. The Allocations team is central within the workflow of the Operations Team. The role works collaboratively with BHC staff and government agencies, principally to provide HMs with timely and accurate information regarding potential tenants. The Allocations team has daily contact, by phone or face to face, with prospective tenants of BHC properties, and undertakes data entry and information recording and administrative tasks as required. The Allocations team may also undertake work on designated special projects as required.

Company Context

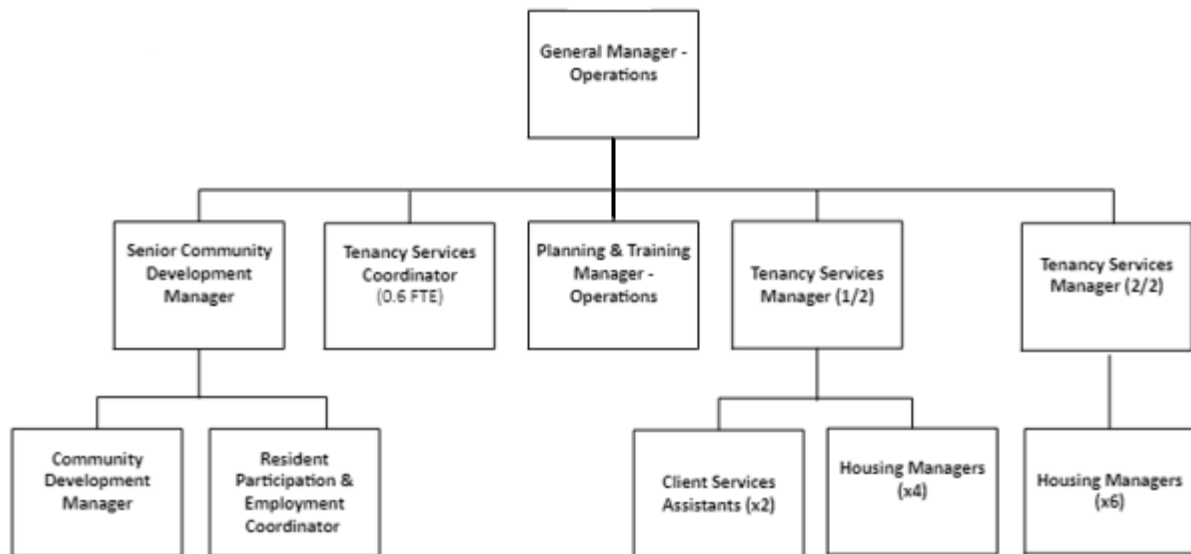
Brisbane Housing Company (BHC) is an independent, not-for-profit developer, owner and manager of affordable and community housing. Since incorporation in 2002, BHC has a well-earned reputation as a solid and reliable organisation, built through effective working relationships and a personalised approach to customer service.

BHC's Vision is, "Creating homes, empowering lives, enabling transformation" and Mission, "to deliver our Vision by building and maintaining quality affordable homes for people in need and engaging with and supporting people to sustain their tenancies". BHC's core values are:

- Making a difference
- Working with integrity
- Supporting each other
- Working safely
- Our differences
- Being accountable and delivering quality
- Celebrating achievements

We pride ourselves on the quality and liveability of our award-winning developments, aiming to provide excellence in both the development of each project and the tenancy management of the affordable rental properties.

Organisational Chart



Key Result Areas – in conjunction with Housing Managers:

- Development of team well-being, safety, systems enhancements, team development
- Team KPIs around tenant arrears, tenant damage charges and vacancy management
- Qualitative outcomes around tenancy sustainment, management of anti-social behaviour and complaint management
- Compliance with minimum standards for tenancy documentation, record keeping, tenancy inspection/documentation
- Compliance with BHC policies, RTRA legislation, community housing regulations
- Collaboration and teamwork within team and across teams

Key Result Areas – in conjunction with Client Services Assistants:

- Timely and accurate provision of referral information to the Operations staff
- Contribution to teamwork
- Client Service responsiveness
- Maintenance of records and data entry
- Compliance with BHC policies, community housing regulations
- Collaboration and teamwork within team and across teams

Main Responsibilities

As a team leader:

- Develop a culture that is supportive, collaborative, focused on improvement, works safely, and recognises accountability.
- Adopt a collaborative approach to work, within the Housing Management | Allocations teams and across teams.
- Deliver and ensure comprehensive induction training, ongoing training, and performance management for team members.

- Introduce, or contribute to, approved systems and processes that improve efficiency, accountability and best practice; working collaboratively within the team and across teams.
- Review quality of work for team members in area of responsibility.
- Coordinate the tenancy portfolio, office/remote staffing of team members, and management of leave.

Lead, manage and support Housing Managers to achieve:

- Tenancy and Property Management in accordance with responsibilities listed in the Reference Manual.
- Operational outcomes that balance service delivery and tenant outcomes with organisational viability and outcomes.
- Appropriate preparation and representation at forums such as RTA mediation and QCAT hearings.

Lead, manage and support Client Services Assistants to achieve:

- Obtaining accurate information from prospective clients.
- Maintaining a database of potential clients, in particular working towards an active pool of clients that matches BHC's housing portfolio.
- Eligibility assessments and affordability in line with BHC policies and procedures.
- Excellence in customer service – responding to telephone and visitor enquiries
- Maintain the Internal Transfer List and liaise with Housing Managers to ensure transfers are actioned in a timely manner.
- Working cooperatively with the Housing Management team and developing relationships with staff within the Department of Housing and the community housing sector to assist with appropriate allocations, referrals and transfers.
- Statistical reporting to internal and external stakeholders, and maintain relevant, informative and important Company data documents.

Community Housing Focus:

- Develop networks within the community housing sector to assist with the TSM role and as otherwise required.
- Contribute to specific projects, both within and external to BHC, which support the objects of the organisation and the community housing sector.
- Accountable for complaints management and reporting.
- Participate in forums and meetings with agencies and stakeholders to represent the interests of BHC.

Service Delivery:

- Provision of quality services appropriate to the needs of tenants and in keeping with the ethos of BHC's Code of Conduct.
- Take a responsive, integrated and flexible service approach to managing tenancies.

Reporting:

- Contribute to reporting within area of responsibility, working collaboratively with the Planning & Training Manager – Operations, Tenancy Services Coordinator and General Manager – Operations.

Other – General

- Undertake further tasks and responsibilities as may be required from time to time and as communicated.
- Operate in line with BHC's Code of Conduct, Company values, policies and practices including as amended from time to time.
- Behave in a manner that contributes to a workplace that is free of discrimination, bullying and harassment at all times and that contributes to demonstrating the company's Values.
- Represent BHC in a professional and capable manner at company events and external functions/training days attended.
- Follow reasonable direction given by the Company in relation to Occupational Health & Safety.
- Contribute to the development of Workplace Health and Safety policies and through actions lead a culture of safe work.
- Comply with local, state and federal laws.

It is a condition of employment that the Tenancy Services Manager holds and maintains a current driver's licence.

<i>Position occupant</i>	<i>I have reviewed and confirm my understanding of this Position Description and the duties involved.</i>	<i>Signature</i> <i>Date</i>
<i>Name of Supervisor</i>	<i>This position description has been discussed with the occupant.</i>	<i>Signature</i> <i>Date</i>

Brisbane Housing Company Position Description

Job Title: Tenancy Services Manager
Approved by: General Manager – Operations

Last updated: August 2022