

## POSITION DESCRIPTION

<b>Position Title:</b>	Housing Manager
<b>Employer:</b>	Brisbane Housing Company Ltd.
<b>Responsible to:</b>	Tenancy Services Manager (x3 positions)
<b>Direct reports:</b>	Nil

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### Purpose of position

The Housing Manager (HM) is part of a team of HM's responsible for day-to-day tenancy and property management and for delivering effective tenancy management\* practices, systems and records for all of the Brisbane Housing Company (BHC) directly managed housing stock. The HM reports directly to the Tenancy Services Manager (TSM) of which there are x3 positions and is also responsible to the General Manager – Operations who makes all final decisions pertaining to tenancy management issues such as evictions, transfers and the resolution of escalated complaints.

The Housing Manager works across the social, affordable and market properties owned or managed by BHC.

The HM is 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 including the Housing Act 2003 and Housing Regulation 2015, as administered by the relevant Department of the Queensland Government (Department) and the Residential Tenancies and Room Accommodation Act 2008 and Regulations.

BHC presently takes a portfolio approach to tenancy management, whereby the Housing Manager is responsible for the full tenancy management for their allocated portfolio, including vacancy management, tenant selection, starting and ending tenancies, documentation, routine inspections, arrears management, managing tenant charges, elements of property maintenance and sustaining tenancies. BHC tenancy management operates within a team framework, and whilst each Housing Manager is responsible for their own portfolio, there is an expectation that team members will work across the BHC portfolio to support team members, for instance, during busy periods, staff absences and staff in training.

The position works collaboratively with the Assets Team, Allocations Team, Resident and Communities Team, Income Based Rents Team, Planning & Training Manager (P&TM) and NRAS Compliance Coordinator (where required). The HM does not have delegation or line management responsibility for any employees or agents of BHC.

The HM role may be based at the head office of BHC in Brisbane or may be undertaken at a site office. Housing Managers may be required to work from head office, a site office or from home on an ongoing, temporary or relief basis.

Key area of responsibility are further detailed within the 'Main Responsibilities' section.

## 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

## Key Result Areas

### Performance Measures

- Tenant selection and allocation
- Vacancy management
- Arrears management
- Legislative framework compliance
- Tenancy management documentation, contact logging, data base management, including rent increases, income returns, survey returns.
- Responsive maintenance and repairs management
- Complaints management
- Contribution to team
- Project outcomes delivered as agreed with Tenancy Services Manager

## Main Responsibilities

### Tenancy and Property Management

- Manage tenancies within company policies and standards to maintain accreditation and compliance with all relevant legislative requirements, including working within the legislative framework of the RTA, and Department.
- Select and allocate housing to eligible applicants to endeavour to ensure sustainability of tenancies.

- Manage tenancies in a manner that supports BHC's focus on sustaining tenancies, wherever reasonable, including providing information to assist tenants, referrals to and working with support organisation.
- Manage and maintain tenancy arrears, vacancy rates and tenant charges to an effective level at all times within company procedures and performance benchmark requirements.
- Manage and maintain all tenancy related paperwork and filing/electronic storage, including actioning the weekly audit report, as per company standards and procedural requirements.
- Prepare/file and/or attend to any tenancy related matter with the Queensland Civil Action Tribunal or Residential Tenancies Authority when required.
- Identify and respond to any responsive maintenance requirements within the required timeframes set out in the company procedures.
- Carry out accurate entry, exit and routine inspections consistent with legislative and BHC requirements.
- Provide overarching tenancy management within a risk management framework for the benefit of both the tenants and BHC, and which supports all residents with the quiet enjoyment of their property.
- Respond to, investigate and where possible, resolve complaints.
- Undertake the role in a manner that supports health, safety and well-being for yourself and others.

#### Client Services Hub

- Provide client support as a rostered Housing Manager for the Client Services Hub when required; answering inbound phone enquiries from BHC residents and their supports, or other tenancy related enquiries.
- Provide additional ad hoc Hub line coverage support to the Allocations, Reception, Maintenance/Repairs teams as required, to ensure adequate staffing and consistent client satisfaction.

#### Tenant Engagement and Community Development

- Actively support BHC tenant engagement and community development programs, particularly within the Housing Manager's allocated portfolio.

#### Record Management

- Ensure that BHC standards are met for retaining operations files, records (both hard copy and soft copy), contact logging notes and document control and that tracking regimes are followed.

#### Service Delivery

- Provision of quality, client-focused service delivery appropriate to the needs of tenants and consistent with the BHC Code of Conduct.
- Take a responsive, integrated and flexible service approach to developing solutions for affordable housing needs.

### Continuous improvement

- Identify key performance indicators and work collaboratively with the TSM and P&TM to achieve them.
- Identify and work collaboratively with the TSM and P&TM on opportunities for improvements in systems, work practices and business processes.
- Obtain approval and implement collaboratively, changes to systems and practices.
- Provide project support to operations and implement projects collaboratively to improve efficiency and effectiveness.
- Participate in forums and meetings with agencies and stakeholders to represent the interests of BHC.

### Networking and Resource Development

- Develop strong linkages and participation in networks within the community sector.
- Gain and maintain a broad knowledge base of community services to achieve efficient referrals.
- Liaise with support services to effectively engage them in assisting to sustain tenancies.

### Site Office and Work from Home

When performing the role of Housing Manager through a BHC Site Office or work from home, the Key Results Areas and Main Responsibilities of this position description apply. Arrangements for work at site offices and work from home are at the discretion of BHC and are coordinated in a manner that respects employee preferences where operationally practicable.

### Roster coverage

To ensure adequate staff coverage at Head Office during reception opening hours Monday- Friday, there is an "in-office/4.30pm roster" that all HM's are rostered on for on a rotational basis. The HM rostered on for the day is required to be at Head Office until 4.30pm and available to support Reception with any tenant-related matters in-person or over the phone as may be required.

### **Other – General**

- Undertake further tasks and responsibilities as may reasonably be required from time to time and as communicated.
- Operate in line with BHC's Code of Conduct, Values, Policies and procedures 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.
- Represent BHC in a professional and capable manner at company events and external functions/training days attended.
- Follow all reasonable direction given by the Company in relation to Workplace Health & Safety, and through actions contribute to a culture of safe work.
- Participate in training as may be required.
- Comply with local, state and federal laws.

*\* The term 'tenancy management' is used so as to include any property issues integral to tenancy management*

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

## **Delegation**

This role does not currently require a designation under BHC's Authority and Delegations Policy, unless or until otherwise notified by the CEO.

<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>

BHC Position Description

Job Title: Housing Manager  
Approved by: General Manager - Operations

Last updated: February 2025