

## POSITION DESCRIPTION

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|------------------------|-------------------------------|
| <b>Position Title:</b> | Tenancy Services Associate    |
| <b>Employer:</b>       | Brisbane Housing Company Ltd. |
| <b>Responsible to:</b> | Tenancy Services Manager      |
| <b>Direct reports:</b> | Nil                           |

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### Purpose of position

The Tenancy Services Associate provides a myriad of support to the tenancy team. It is a team-based position that assists our organisation to provide safe, secure and sustainable tenancies. The Tenancy Services Associate will undertake elements of tenancy management, will be out and about at our properties and complete some administrative tasks. The role provides a reassuring presence for both our staff and our tenants. In addition to supporting the Tenancy Team, the role will support the activities of the Residents and Communities Team.

### 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

- Accurate, professional and timely support within the tenancy team.
- Delivery of assigned tasks.
- Effective customer service.
- Effective teamwork and interpersonal skills.

## **Main Responsibilities**

Main responsibilities are focused on assisting the tenancy team with administrative support, and secondarily supporting the leasing team as required.

Day to Day activities will vary and may include;

- Undertaking viewings for new tenants and participating in routine inspections of existing tenancies.
- Supporting colleagues by contributing to a safe, calm and professional presence when interacting with tenants.
- Using negotiation and de-escalation strategies to soften the challenges of complex situations.
- Set up and utilise 360 imaging/technology to enable remote viewings.
- Generating entry notices or other tenancy-based paperwork.
- Where authorised, review and extract CCTV footage.
- Delivery of documents, such as entry notices and breach notices, to tenant letter boxes.
- Participating in tenant engagement events which build connection and trust.
- Accurate recording of information and interactions.
- General administrative support and operational assistance, which may include coordinating unconventional scenarios requiring problem-solving and stakeholder collaboration.
- With time and experience, the capacity to identify when tenants are not thriving, and make referrals to internal or external resources for support assistance.

## **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/lead a culture of safe work.
- Participate in training as may be required.
- Comply with local, state and federal laws.

## **Qualifications, Licensing, Police Check and Registration Requirements**

The role is required to consent to/provide and maintain the following licenses or checks where requested by BHC:

- Police Certificate based on an Australia-wide check of name only.
- Drivers License.

## Delegation

This role does not currently require a financial delegation band that authorises expenditure under BHC's Authority and Delegations Policy, unless or until otherwise approved by the CEO. This means that the incumbent is not authorised to incur or authorise expenditure on BHC's behalf, unless directed to or approved by a senior role that holds the relevant delegation.

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|--------------------------|---|------------------|
| <i>Position occupant</i> | <i>I have reviewed and confirm my understanding of this Position Description and the duties involved.</i> | <i>Signature</i> |
|--------------------------|---|------------------|

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|---------------------------|---|------------------|
| <i>Name of Supervisor</i> | <i>This position description has been discussed with the occupant</i> | <i>Signature</i> |
|---------------------------|---|------------------|

BHC Position Description

Job Title: Tenancy Services Associate  
Approved by: Chief Operations Officer

Last updated May 2025