

## POSITION DESCRIPTION

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

---

### Purpose of position

The Leasing Officer plays a key role in the client experience and in BHC's operations, efficiently matching vacant homes to eligible tenants, by facilitating a seamless leasing process.

Working closely with a team of Housing Managers and under the direction of the Tenancy Services Manager, the Leasing Officer prepares advertisements for upcoming affordable housing vacancies, holds viewings of properties, and in consultation with the housing manager, allocates homes to eligible applicants, preparing and facilitating the leasing and entry process. Given these responsibilities, Saturday and evening work will sometimes be needed during peak periods, within the weekly hours.

### 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

BHC continues its mission to increase the supply of affordable homes for Queenslanders, with nearly 300 homes being completed in 2025 and a further 950 under development.

### Key Result Areas

- Efficient letting of vacant homes.
- Setting up tenancies for success.
- Adherence to Residential Tenancies legislation and contractual requirements.
- Effective customer service.
- Effective teamwork and interpersonal skills.

## **Main Responsibilities**

The main responsibilities of the role are to efficiently and effectively tenant vacant homes, primarily BHC's affordable housing stock. Initially, this will be supporting the tenanting of BHC's next tranche of approximately 260 units across three buildings.

Key Tasks Include:

- Coordinating and uploading advertisements for upcoming vacancies.
- Scheduling and holding onsite viewings for properties.
- Set up and utilise 360 imaging/technology to enable remote viewings.
- In concert with the Housing Manager, allocating vacancies to eligible applicants, with a focus on matching for success and building harmonious communities.
- Preparation of lease documentation for review by Housing Manager and undertake sign-up processes with new tenants.
- Knowledgeably respond to queries from applicants to support their housing journey.
- Contributing, along with other tenancy team members, to general tenanting tasks such as checking eligibility/affordability, completing entry condition reports, and finalising, recording and loading tenancy documentation.
- Coordinating closely with the Allocations Team, Administration Officers, Housing Managers, and Tenancy Services Manager.
- When designated, take leasing enquiries through the BHC Customer Service Hub.

## **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.
- Driver's 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.

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

BHC Position Description

Job Title: Operations Officer  
Approved by: Chief Operations Officer

Last updated: June 2025