

POSITION DESCRIPTION

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| Position Title: | Administration Assistant - Tenancy |
| Employer: | Brisbane Housing Company Ltd. |
| Responsible to: | Tenancy Services Manager |
| Direct reports: | Nil |

Purpose of position

The Administration Assistant is a temporary administrative support to the Tenancy team as BHC fills approximately 260 new social and affordable homes in three buildings. The Administration Assistant prepares tenant packs for sign up, checks and follows up application documents, and supports other roles in the tenancy team 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

Key Result Areas

- Accurate and timely administrative support
- 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 include:

- Preparing tenant sign up packs, including scanning and attaching leases and sign-up documentation.
- Checking returned documents for completeness and following up when not returned.
- Scheduling appointments and handling simple application enquiries.
- Printing, scanning, and collating documents.

Contributing to teamwork across the business is a key expectation of the role, including assisting with ad-hoc administration support during periods of leave of the Allocations Team and other Administration and Client Care Hub / reception team members, such as:

- Assisting Allocations staff by completing eligibility and affordability assessments for applicants, when needed.
- Backing up the Hub receptionist by answering calls and attending to Reception duties.
- Assisting Housing Managers as required by delivering notices or scanning/sending documents.

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.

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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> |
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BHC Position Description

Job Title: Operations Officer
Approved by: Chief Operations Officer

Last updated: June 2025