

Position Description	
Position Title	Tenant Services Officer (TSO)
Reporting to	Tenant Services Manager (TSM)
Key Purpose	Provide customer focused end to end tenancy services across an assigned portfolio of tenants and social housing properties in collaboration with internal and external stakeholders including the Asset Services Team, government and partner agencies.
Award	Social, Community, Home Care and Disability Services (SCHCADS) Industry Award 2010 (ERO) - Level 4
Hours	Full time (38 hours per week)
Location	Spring Hill, Brisbane
Direct Reports	Nil
Approved by	Chief Executive Officer

## STRATEGY 2021

Supporting people facing disadvantage to improve their lives and circumstances by providing suitable and affordable housing

### Our Vision:

a home - a life - a future

### Our Purpose:

Supporting People and Communities

### Our Work

Bric Housing (Bric) manages and supports over 850 tenancies in more than 200 properties located across the north of Greater Brisbane and in the Redcliffe and Caboolture areas, including boarding houses, units, townhouses, and free-standing homes leased from the Queensland Government and private landlords



## Key Responsibilities

### Tenancy Management

- Manage a tenancy portfolio delivering high quality end to end housing management services to applicants, tenants and communities through responsive, appropriate and respectful customer service. This may include properties headleased from the private market.
- Ensure day to day service delivery is conducted in accordance, policies, contracts, relevant legislation (Acts), guidelines and industry standards.
- Positively and proactively contribute to the team's performance against key performance measures and individual performance targets.
- In consultation with your Tenant Services Manager (TSM), manage the delivery of ongoing tenant engagement and community participation.
- Work constructively to prevent and resolve client concerns and complaints.
- Ensure effective collection of rent and management of rental arrears and debts in accordance with Bric policy and procedures.
- Conduct regular property inspections (as required) and ensure appropriate management of tenancy obligations.
- Constructively and proactively apply tenancy agreement obligations which may include preparing and serving breach and remedy processes, and attending and representing within Queensland Civil and Administrative Tribunal (QCAT).
- Work in close consultation with the Asset Services (AS) team to ensure property inspections are undertaken according to agreed timeframes.
- Ensure accurate and up to date information is managed and entered into the Bric tenancy management system.
- E Conduct the rental reviews in accordance with Bric policy and procedures..
- Ensure tenancies subject to particular requirements under funding arrangements (such as those under the Community Rent Scheme) are managed in a manner which is compliant with the requirements of those specific arrangements.
- Support other team members to carry out their duties.

### Relationships

- Build relationships and work with stakeholders to ensure the effective delivery of tenancy services in support of organisational goals and client outcomes
- Model a strong work ethic and actively build relationship equity with stakeholders to drive loyalty, engagement and satisfaction.
- Maintain effective communication with all stakeholders

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## Professional Development & Contribution

- Attend and represent Bric at selected events and occasions, which may require out of hours attendance
- Identify innovative ideas and process improvement activities which lead to positive change and outcomes.
- Assist in the development of policies and procedures for all aspects of work undertaken within your team function that comply with legislation, good practice and regulatory requirements.

This Position Description will be amended from time to time.

### Criteria

#### *Essential*

#### Required Experience/Qualification

- Significant experience in a customer focussed role.
- Experience managing a portfolio of tenancies in the public/community or private sector housing including sound knowledge of tenancy legislation and regulatory frameworks as it relates to housing management activities including *Residential Tenancies and Rooming Accommodation Act 2008*.
- Experience in dealing with complex and challenging customers and housing management issues including tenancy sustainment practices, evictions, and court proceedings as required.
- A commitment to the provision of housing services with respect for Bric's mission and purpose.
- Qualification in Social Science, Property Management or related discipline or equivalent work experience.
- Experience in the use of the Microsoft Office Suite of programs, Housing Management and/or Customer Relationship Management Systems.
- Sound knowledge of tenancy legislation and regulatory frameworks as it relates to housing management activities including *Residential Tenancies and Rooming Accommodation Act 2008*.

#### Required Skills & Knowledge

- Highly developed written and oral communication skills and relationship management skills.
- Well-developed organisational skills including ability to manage competing priorities.
- Well-developed problem solving and influencing skills including ability to recommend strategies for resolution/service improvement to management.
- An ability to adapt to changing environments and requirements including an ability to lead others through the process of change.

- Sensitivity to and understanding of issues affecting socially disadvantaged groups including homeless people, people with disabilities and people from a non-English speaking background.

### *Desirable*

- Experience in the not-for-profit sector

### *General*

- Bric employees are required to be eligible for and continue to hold a positive clearance for an Australian Criminal History Screening check.
- Current Queensland driver licence

## Your Working Life

Bric actively encourages productive working relationships, a healthy work-life balance, workplace diversity and innovation. You will work for an organisation which offers a safe and healthy workplace, professional development, and flexible work and lifestyle options.

Current work arrangements include a mix of office based and work from home arrangements.

All Bric employees are required to:

- Comply with all Bric policies and procedures, including an annual commitment to the Bric Code of Conduct
- Comply with all work health and safety legislation and regulations
- Comply with all other Federal and State legislation relevant to the company
- Work in a collaborative fashion with Bric customers, staff and stakeholders
- Uphold and enhance the reputation of Bric
- Maintain the highest level of integrity in the conduct of Bric business
- Undertake identified training and development activities/programs

## Your Application

To apply for this role please email the following to [careers@bric.org.au](mailto:careers@bric.org.au):

- Your current resume, including two referees, one of which should be your current or most recent supervisor (only to be contacted with your permission); and
- A cover letter of no more than one page outlining your ability to meet the relevant detailed criteria