

Position Description	
Position Title	Administration Support Officer – Community Rent Scheme (CRS) Private program
Reporting to	Tenant Services Manager
Key Purpose	Provide administrative support to ensure the ongoing operational effectiveness of the CRS Private (CRSP) program
Award	Social, Community, Home Care and Disability Services (SCHCADS) Industry Award 2010 (ERO) – Level 3
Hours	Full time (38 hours per week)
Location	Spring Hill, Brisbane
Direct Reports	None
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:

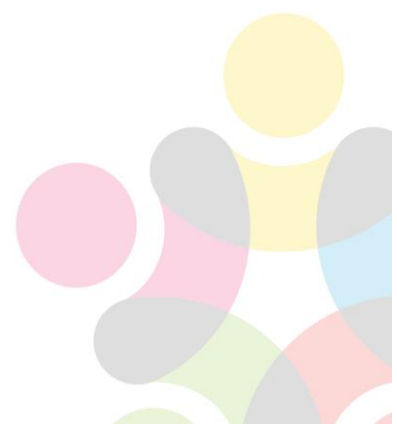
a home – a life – a future

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

Administration

- Assist with day to day service delivery to ensure it is conducted in accordance with policies, contracts, relevant legislation, guidelines and industry standards.
- Positively and proactively contribute to the team's performance against key performance measures and individual performance targets.
- Answer phone enquiries from tenants, owners and Real Estates; directing to the relevant Tenant Services Officer (TSO), Accounts or Assets teams as required.
- Monitor Headleasing inbox; directing emails to the relevant TSO, Accounts or Assets teams as required.
- Manage routine inspection requests by preparing relevant entry notices as per legislation, sending to tenants within the correct timeframe, adding to TSO's calendar, attaching documents to the tenant's file in GT, updating dates in custom tab in Greentree.
- After the routine inspection has been completed; add the report and photos to Greentree, send to the Real Estate or owner if required, send any maintenance requests to Assets team to action.
- Prepare new Headleases and renewals including keeping a schedule, gathering information from Real Estates/owners, preparing documents, sending to Real Estate/owner for signatures, attaching to Greentree, updating dates on Greentree.
- Prepare emails for new properties including attaching fit for purpose inspection report, photos, RealEstate.com link etc.

Income recovery

- Prepare and send out tenant charge invoices; assist with repayment arrangements.
- Provide early notification to tenants of rent arrears up of to 14 days.
- Prepare water charging invoices so that they reflect tenants individual repayment plans and balances.
- Liaise with Real Estates/owners regarding outstanding invoices, documents etc.
- Complete rent reviews including keeping a schedule, preparing documents to be checked, posting to tenants, adding to tenant's file in Greentree, updating payments and amounts in Greentree.

Tenancies

- Prepare documents for new tenancies including the General Tenancy Agreement and sign up kit. Scan all completed documents into tenants file in Greentree, prepare and send relevant forms to the Department of Housing and add to Greentree.
- Gather information from referral agencies and collate.

Criteria

Essential

- The ability to effectively communicate with tenants, Real Estate Agents, owners and other team members.
- Highly developed organisational skills, high level of accuracy and a keen eye for detail.
- Proficiency in Microsoft Office suite of programs including Outlook, Word and Excel.
- Experience with tenancy management databases and the ability to learn and adapt to current model.
- Knowledge of Residential Tenancies legislation and experience with the relevant forms and timeframes.

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

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 drivers' licence, desirable.

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.

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:

- Your current resume, including two (2) referees, one of which should be your current or most recent supervisor; and
- A cover letter of no more than two (2) pages outlining your ability to meet the relevant detailed criteria