Thank you

For your interest in the position of Tenancy Officer with CHC. This selection pack will provide you with all the information you will need to complete your application by the **13 November 2026** deadline.

Our Vision

Our vision is "safe and secure homes in strong communities" **and our mission is to "**provide affordable homes, principally for rent, to individuals and families**."**

About the role

CHC is seeking a highly motivated and organised person to provide a high level of customer service through managing a tenancy portfolio. As a member of the tenancy team, you will undertake various tasks required to ensure efficient and effective portfolio management and an outstanding level of service for our tenants. These tasks include, but are not limited to:

- Conducting routine inspections
- Ingoing & outgoing condition reports
- Responding to tenant enquiries, requests and complaints.
- New tenancy sign ups.

CHC is committed to supporting our tenants to successfully maintain safe and secure housing. To succeed, you will need to demonstrate an awareness and empathy for people accessing Social and Affordable housing, including vulnerable clients from diverse cultural and social backgrounds, while maintaining tenancies to meet regulatory and organisational requirements.

CHC Offering

As a Tenancy Officer (CHC 3), you will be covered by the CHC Enterprise Agreement 2025 – 2029 and entitled to a salary commencing at $85,992.00 pa, plus 12% Superannuation per annum.

CHC offers a people-focused, family-friendly workplace dedicated to social awareness and responsibility. Ongoing training where individuals are encouraged to better themselves, their workplace and their community. The following benefits are available to all CHC employees:

- Free parking
- Not-for Profit Salary Packaging available providing a reduction in tax payable.
- Health & Wellbeing Program.
- Access to continuing professional development.

Please note: *All positions within CHC are subject to probity checks that could include a Police Records Check and/or a Working with Vulnerable People and Working with Children check.*

It is also a requirement that all CHC staff hold a current unrestricted Driver's licence.

02 6248 7716
Unit 224/29 Braybrooke Street, Bruce ACT 2617
chcaustralia.com.au

How to apply

If you think this is the opportunity for you, please submit your application by completing the application cover sheet found in this pack, providing a statement of claims not exceeding 1000 words and a copy of your resume. The information you provide will assist us to determine whether your skills, knowledge and experience are the right fit for the position, so be accurate, succinct and show a clear connection with the requirements for this role.

Completed applications should be forwarded to careers@chcaustralia.com.au. If you have any questions regarding the selection process, please contact Fiona Dearden on *02 6183 4383* or via email at *fiona@chcaustralia.com.au*. Further information regarding the specifics of the role can be obtained by contacting **Jessica Reimer, Head of Housing Services** on *02 6248 7716* or via email at *sally@chcaustralia.com.au*.

Applications Close: 5 pm Friday, 13 November 2026

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Application Cover Sheet

Position Applied for: Tenancy Officer

Classification: CHC 3	**Salary: $85,992.00 + Superannuation**

Applicant Details:		
Given name:		Family name:
Street address:		
Postal address:		
Home Ph:	Work Ph:	Mobile Ph:
E-mail:		

Do you have a disability that may require reasonable adjustments to our process should you be successful in progressing to interview?	☐ No ☐Yes
Are you an Australian citizen ***or*** have the status of permanent resident in Australia?	☐ Yes ☐ No
Referee 1: Name: Title: Relationship to Applicant: Contact Details: Mobile: Work: Email: Length of Working Relationship:	**Referee 2:** Name: Title: Relationship to Applicant: Contact Details: Mobile: Work: Email: Length of Working Relationship:
Where did you hear about the role? (SEEK, Jora, word of mouth, CHC website)	

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Position Description

Role Details			
Position title	Tenancy Officer – CHC 3	**Team**	Operations
Reports to	Manager Tenancy Services	**Direct reports**	Nil
Employment status	Full-time	**Hours of work**	37.5 hours per week
Location	Canberra, ACT	**Position type**	Permanent
Date reviewed	3 November 2026		

About CHC Australia

CHC Australia is a Canberra-based, Tier 1 registered community housing provider dedicated to enabling more people to live in safe, quality and affordable homes. Operating for more than 25 years, CHC delivers social and affordable housing, tenancy and property management, client services, community development and affordable home ownership opportunities for low to moderate income households across the Canberra region.

CHC Australia's Values

CHC Australia's values guide how employees work with tenants, colleagues, partners and stakeholders:

- **Customer-centric:** We place customers at the centre of our work and focus on delivering value and positive outcomes.
- **Authentic:** We act respectfully, honestly and genuinely in our interactions and decisions.
- **Collaborative:** We build effective relationships and partnerships to achieve shared outcomes.
- **Innovative:** We apply fresh thinking and practical solutions to improve the way we work.
- **Continuous improvement:** We look for opportunities to learn, improve and strengthen outcomes for customers and communities.

Key Duties

As a Tenancy Officer, your duties will include, but are not limited to:

- Efficiently manage a tenancy portfolio of up to 160 tenancies in accordance with CHC policy, procedure and work instructions and relevant legislative requirements.
- Accurately maintain CHC systems in a timely manner and in line with records management requirements.

- Provide high-level customer service to tenants, members of the public and CHC staff.
- Support tenants to maximise their ability to maintain a tenancy successfully.
- Undertake reporting obligations as required.
- Undertake other duties as directed.

Safety Culture

- Comply with all work health and safety policies, procedures, and instructions
- Take reasonable care for your own health and safety and that of others
- Report hazards, incidents, injuries, and unsafe conditions promptly
- Contribute to maintaining safe workplaces, properties, and community settings

Experience and Qualifications

- Awareness of, or ability to gain knowledge of, the regulatory and compliance frameworks CHC works within, particularly the Residential Tenancies Act 1997 and ACT Civil and Administrative Tribunal requirements.
- Minimum two years' experience in an administration, customer service or real estate role.
- Proven attention to detail and strong administration skills.
- Previous experience in the human services industry.
- Current driver's licence.

Organisational Capabilities

Capability	Description
Working Relationships	Work effectively as a member of a small team and demonstrate awareness and empathy for people accessing social and affordable housing, including vulnerable clients from diverse cultural and social backgrounds.
Communication	Use highly developed written and oral communication skills to communicate with tenants and stakeholders at all levels within CHC, including during difficult conversations regarding rent arrears and property care.
Organisational Skills	Demonstrate organisational capability, excellent time management skills and the ability to produce quality work with strong attention to detail within defined deadlines.
Values and Behaviours	Perform duties in a manner consistent with CHC's Code of Conduct, values and expected behaviours

The Position Description does not intend to capture all of an individual's responsibilities but rather to outline the key areas of responsibility.