

Boarding House Tenancy Administrator



Department	Housing Operations
Primary location	Adelaide, CBD
Award and Classification	Social, Community, Home Care and Disability Services Award 2010 (Level 4)
Reports to	Team Leader – Boarding House

POSITION SUMMARY

The Boarding House Tenancy Administrator plays a key role in supporting Unity Housing's Boarding House Program, which provides long-term, short-term, and transitional accommodation across four sites in the City of Adelaide for people on low incomes who are at risk of or experiencing homelessness. The program offers housing to vulnerable individuals who are unable to access other appropriate and affordable options and can live independently in a boarding house environment, with one site staffed 24/7 and the others managed through outreach. This role is responsible for administering rental agreements and rent reviews, managing tenancy documentation, coordinating facility maintenance and services, and supporting financial processes including reporting and data entry. The position also involves preparing agendas and minutes for Boarding House team meetings, contributing to policy and procedure development, attending relevant forums and training, and undertaking a range of administrative duties to ensure the effective day-to-day functioning of Unity's Boarding House operations.

KEY RESPONSIBILITIES

RENTAL AND RENT REVIEW ADMINISTRATION
<ul style="list-style-type: none"> • Rental Income Management, including but not limited to: <ul style="list-style-type: none"> ○ Process rent and bond payments and reconcile tenant accounts. ○ Process rent payment arrangements and follow up Centrelink arrangements. ○ Download Centrepay reports and bank transactions and receipt in the tenancy database. ○ Complete all aspects of the Boarding House rent review. ○ Follow up tenant debt including rent and non-rent debt. Referring any tenancies 10 days in arrears to the Team Leader. ○ Coordinate documentation and forms for distribution to tenants. • Respond to Boarding House tenant rental enquiries in a timely manner.

TENANCY ADMINISTRATION
<ul style="list-style-type: none"> • Maintain tenant files and records including all consent forms (multi consents and consent to release) and administration related to new tenancies, terminations and vacancies. • Provide office reception and telephone duties as requested and when TSO is unavailable. • Carry out general office activities including mail distribution, correspondence, filing, ordering of stationery and office supplies/services. • Oversee maintenance task completion and reporting, escalating to the Team Leader as required. • Manage the Vacancy Management process including coordination of vacancy adverts, room preparation and KPI timeframes.
BOARDING HOUSE FINANCE ADMINISTRATION
<ul style="list-style-type: none"> • Reconcile rent receipts with bank account deposits. • Invoice tenants and other organisations for charges as required. • Prepare Electronic Fund Transfers and arrange payments to creditors in line with Unity processes. • Maintain petty cash system.
BOARDING HOUSE FACILITIES ADMINISTRATION
<ul style="list-style-type: none"> • Assist with administration tasks associated with product delivery, stock management, and inventory management including documenting stock levels, reconciliation and lost inventory. • Maintain list of Boarding House suppliers.
OTHER ADMINISTRATION DUTIES
<ul style="list-style-type: none"> • Carry out other duties as required to ensure the efficient and effective functioning of Unity's administrative services within the Boarding House Program. • Provide financial and statistical reports as required. • Collate information, photocopy, scan or fax information as requested. • Data entry and word processing.
OTHER DUTIES
<ul style="list-style-type: none"> • Any other duties appropriate to the role. • Participate in staff and team meetings. • Contribute to development of policies and procedures. • Attend forums and information sessions as directed. • Participate in training as required.

KEY REPORTING / WORKING RELATIONSHIPS

Internal	External
<ul style="list-style-type: none"> • Reports to the Team Leader – Boarding House • Works in close collaboration with the Boarding House team and is responsible for developing positive relationships across all Unity sites 	<ul style="list-style-type: none"> • Tenants • Tenant Advocates • SAHT • Support Organisations • Key stakeholders

KEY PERFORMANCE INDICATORS

The following areas will be assessed and measured through Unity's Professional Development Program to monitor effective performance in accordance with the requirements of this Job Description, Unity's Policy and Procedure framework, Strategic Plan and the employment contract:

- Process rent and bond payments and reconcile tenant accounts.
- Process rent payment arrangements and follow up Centrelink arrangements.
- Download Centrepay reports and bank transactions and receipt in the tenancy database.
- Completion of Boarding House rent reviews.
- Management of rent and non-rent debt
- Coordination of the Vacancy Management process.
- Coordinate documentation and forms for distribution to tenants.

Specific Performance Measures (KPIs) will be identified in conjunction with the designated Manager for this role to ensure that outcomes detailed in the above Key Responsibilities are aligned with Unity's Strategic Plan and are properly measured in determining the level of performance.

SPECIAL CONDITIONS

- Hours of work are as per contract
- Will be required to be 'on call' (for which an allowance is payable)
- Position is based at the designated office but there may be a requirement to work across all Unity sites
- A six-month probationary period will apply
- 5 weeks' annual leave (pro rata for part time). Casuals receive the casual loading in accordance with the relevant Award in lieu of paid leave entitlements
- Operate within Unity's Policy and Procedure framework, as amended from time to time
- Authority to initiate and approve expenditure within financial delegation limits, as per Unity's Delegations of Authority policy (Appendix A - Schedule of Delegations)
- Some out of hours work may be required during peak times of activity or tight deadlines and will be negotiated in advance, where applicable and approved overtime or TOIL will apply
- Prior to appointment and on an ongoing basis staff must undergo satisfactory criminal and relevant history screenings
- Current full driver's licence required with no limitations
- All Unity Housing staff are expected to participate in activities and spirit of Unity's Reconciliation Action Plan (RAP) and to contribute towards the achievement of the organisation's Environmental, Social and Governance (ESG) outcomes

VALUES AND BEHAVIOURS

All Unity staff are required to model the following behaviours and values and participate in performance reviews and management as directed and in line with published expectations as outlined in the Code of Conduct, Strategic Plan and related documents. These are available on Unity's intranet and website and updated as necessary:

- **Social Justice** – *We advocate for and actively support fairness, equality, and justice.*
- **Innovation and Creativity** – *We encourage innovation and creativity.*
- **Collaboration and Partnerships** – *We support collaborative efforts and partnerships.*
- **Transparent and Ethical** – *We ensure integrity and an ethical approach.*
- **Leadership and Professionalism** – *We lead with vision and integrity and promote professional excellence.*
- **Empowerment and Respect** – *We foster an environment of respect and a focus on empowering others.*

PERSON SPECIFICATION

SKILLS AND ABILITIES	
Essential <ul style="list-style-type: none"> Business Administration and Finance Administration systems. 	Desirable <ul style="list-style-type: none"> Awareness of issues and requirements of special needs groups, particularly homeless adults. Understanding of Boarding House Program objectives.
EXPERIENCE	
Essential <ul style="list-style-type: none"> Demonstrated experience in office administration. Demonstrated experience in a tenancy management environment. Demonstrated experience and understanding of a range of computer system packages such as Excel, Word and Access. Strong customer service skills and the capacity to deal professionally and empathetically with people in a variety of potentially difficult situations. Ability to comply with organisational policies and to work in a professional confidential manner. Ability to exercise initiative and sound judgement. Possess a high-level standard of verbal and written communication skills. Capacity to work independently, harmoniously and co-operatively as a member of a team. 	Desirable <ul style="list-style-type: none"> Previous professional experience in a not-for-profit environment. Knowledge and understanding of the current social housing sector or demonstrated capacity to quickly acquire such knowledge. Knowledge of Workplace Health and Safety legislation and requirements. Training or experience at minute taking.
EDUCATION / QUALIFICATIONS	
Essential <ul style="list-style-type: none"> Qualifications or relevant experience in property management administration or finance. 	Desirable

APPROVAL



Chief Executive Officer

Date 16 July 2025

EMPLOYEE ACKNOWLEDGEMENT

I acknowledge receipt of and agree to the duties and expectations as outlined within this job description.

Name		Signature		Date	
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Initials	
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