



Position Description

Position Title:	Tenancy Manager	Position Number:	
Reports To:	Housing Services Manager	Location(s):	Melbourne and Prahan
		Classification:	SCHADS Level 4

Organisation Overview

Women's Property Initiatives exists to create new beginnings for women and women led households by providing permanent and affordable homes, access to support networks and ongoing advocacy. Founded in 1996 by a group of inspirational women, Women's Property Initiatives owns and manages over 300 homes, providing long-term housing solutions to change women's futures for the better and break the intergenerational cycle of poverty. Through the provision of affordable housing, WPI enables women to live with dignity and become involved in their communities.

Values that underpin everything we do:

- Fairness: We champion equity through our decisions and actions
- Collaboration: We work together to make a difference
- Empowerment: We provide opportunities for women and their families to shape their futures
- Integrity: We trust, are trusted and always act honestly
- Determination: We are positive, aim high and we make things happen

We care about our work, our employees, renters, our partners and supporters. Our workplace culture supports employees to be success orientated and person centred to achieve our mission.

The Role

The Tenancy Manager provides a responsive, person centred and professional housing management service to women living in WPI homes. The role supports tenants to sustain safe and stable housing while ensuring compliance with residential tenancy legislation, organisational policies, and community housing standards.

Under the guidance of the Housing Services Manager, the Tenancy Manager is responsible for a portfolio of homes and renters, working collaboratively with renters and support services to promote tenant wellbeing, maintain strong housing outcomes, and uphold WPI's value.

Collaborating within a supportive team, the role ensures the effective and efficient administration of housing services within a portfolio, adhering to the Residential Tenancies Act (RTA) and WPI's policies, procedures and systems.

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Tenancy Manager



Key Outcomes

Service Delivery

Success looks like

- Positive, professional relationships with renters from diverse backgrounds are established and maintained.
- Tenancies are managed in accordance with the Residential Tenancies Act and performance standards.
- Homes are allocated and occupied in a timely manner, achieving the required occupancy performance.
- Key performance measures are achieved across housing services, including rent collection, vacancy turnaround times, and renter satisfaction.
- Renters experience a responsive, strength-based engagement and courteous service which is delivered in a timely and professional manner.
- Tenancy records are accurate; homes are well maintained and renters and WPI meets their responsibilities in line with legislation.

Renter Support and Engagement

Success looks like

- Working collaboratively with support agencies and referral partners to address renter needs.
- Applying a trauma-informed and culturally safe approach to service delivery.
- Early and proactive identification of risks related to tenancy sustainment and good housing outcomes.
- Neighbourhood complaints are managed effectively to reduce repeat issues and ongoing disruption.
- Support for renters to access community support services, participate in community-building activities, and identify continuous improvement opportunities to strengthen service quality.

Property Management

Success looks like

- Maintenance matters are reported promptly, with follow up to confirm completion and ensure accurate reporting outcomes.
- Annual property inspections are completed across the portfolio, and findings documented in line with organisational and contractual requirements.
- Vacancies are coordinated with relevant stakeholders to meet KPMs.
- Constructive working relationships are maintained with other service providers and approved trades to support timely resolution of property matters.

Compliance and Record Management

Success looks like

- Compliance with organisational policies, funding requirements, and legislative obligations.

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Tenancy Manager



- Prepare documentation for tenancy matters, tribunal hearings, and internal reporting.
- Contribute to audits, accreditation processes, and service improvement initiatives.
- Confidentiality and privacy obligations are maintained at all times.
- Legislative and regulatory updates affecting service delivery are monitored, including the rights and responsibilities of both renters and rental providers.
- Monthly compliance and tenancy reports are prepared, reviewed and submitted to the housing services manager within agreed timeframes, ensuring oversight of statutory and record management obligations.

Stakeholder Management

Success looks like

- Renters are placed at the centre of all relationships and service delivery activities.
- Stakeholder enquiries are responded to promptly and professionally.
- Collaborative working relationships are maintained with internal teams and external partner agencies.
- Strong, transparent working relationships are maintained with project partners, ensuring clear communication, shared problem solving, and alignment with contractual and service delivery obligations.

One Team

Success looks like

- Actively engaging in continuous improvement within the team.
- Building and maintaining strong relationships within the team and across WPI.
- Behaving in accordance with all WPI policies and procedures, including the Code of Conduct.
- Undertaking any other tasks as directed.