

EMPOWERING RENTERS PROJECT OFFICER POSITION DESCRIPTION



Date: May 2024

Position Title: Empowering Renters Project Officer

Conditions of Employment: Tenants Queensland Inc. Agreement 2019-2022

Classification: Level 4

Status: Fixed term to December 31, 2025

Working Hours: Full time or 30.4 hours per week

Location: 1 x Logan, 1 x Rockhampton (Sunshine Coast considered)

Direct reports: Nil

Accountability:

All staff are accountable to the Chief Executive Officer and ultimately to the governance board.

Purpose of the Position:

The purpose of this position is to support the project manager in the delivery of the EmPowering Renters project with its objective being to provide renters with information and resource to improve energy efficiency in their homes, support climate resilience and build energy literacy capacity for individuals and organisations. ECAI will provide content expertise regarding energy efficiency whilst TQ will provide expertise in tenancy law and the ability to reach renters across the state.

About Tenants Queensland:

TQ was established in 1986 and seeks to represent the interests of all Queenslanders who rent their home including those living in marginal tenures such as caravan parks and rooming accommodation. We pride ourselves in providing specialist advisory services to renters, advocating on behalf of them, and securing improvements to Queensland's residential tenancy laws.

Key relationships:

This role works closely with the Project Manager and other project staff of TQ and ECAI to support the delivery of the *EmPowering Renters* project. TQ's community education workers will be important to support the engagement of renters in the program.

Position Reviewed and Approved:

May, 2024

Key Accountabilities:

- Provide support and assistance to the project manager in coordinating and executing project activities to ensure alignment with project objectives and timelines
- Facilitate communication and collaboration among project stakeholders including ECAI, government

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agencies, community organisations, industry partners and within TQ.

- Support the project manager to manage project resources
- Ensure the quality and accuracy of project deliverables including reports, presentations and training materials
- Identify potential risks and challenges that may impact project success
- Maintain compliance with TQ internal policies and procedures.
- Other duties within the scope of this position and as directed from time to time.

Specific Duties:

- Assist with the development of comprehensive project plans and collaborate with internal and external stakeholders to coordinate project logistics including meetings, workshops and training sessions
- Maintain project documentation including meeting minutes, progress reports and stakeholder communication
- Liaise with project stakeholders and support the organisation of key stakeholder activities to gather feedback and input for project improvement
- Respond to stakeholder enquiries and requests for information in a timely and professional manner
- Assist in managing project resources including budgets, materials etc., and coordinate the procurement of necessary materials and services in accordance with project requirements and budgetary constraints
- Collect and analyse data related to project activities outcomes and impacts to support monitoring and evaluation efforts
- Engage in training developed for the project team to deliver the program.
- Deliver training programs and educational materials to enhance energy literacy among renters and other target audience, working closely with our project partner, Energetic Communities Association Incorporated
- Provide guidance and support to individuals and organisations seeking to improve energy efficiency in their homes.
- Undertake home energy assessments.
- Understand and leverage TQ's process to engage renters across the state.
- Identify potential risks and challenges and assist with developing risk mitigation strategies and contingency plans
- Prepare reports and presentations summarising key findings and insights for internal and external stakeholders
- Other duties as directed from time to time
- Undertake administrative duties associated with the performance of the position's specific duties

Core Capabilities:

- Strong organisational skills and attention to detail
- Ability to manage multiple tasks and priorities simultaneously
- Excellent verbal and written communication skills
- High level of computer literacy including the ability to use a client information management system
- Ability to relate to people from different cultural and socio-economic backgrounds.

Essential Requirements:

- Commitment to social justice
- Bachelor's degree, or significant experience in, a relevant field such as social work, community development, sustainability, project management or a related discipline
- Proven ability in project support or delivery, particularly in the areas of community engagement, sustainability or community development.
- Ability to work with people from diverse backgrounds.
- Proficiency in Microsoft Office Suite and project management software

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- Ability to travel

Desirable:

- Queensland Driver's license
- Understanding or demonstrated ability to rapidly acquire knowledge of:
 - Renting issues in Queensland
 - Cost of living pressures
 - The constraints and opportunities for renters to improve their energy efficiency

Acknowledgment for receipt of position description

I have received, reviewed, and fully understand the position description. I also understand I am responsible for the satisfactory execution of the essential functions described therein.

I further understand future performance evaluations are based on my ability to perform the duties and responsibilities outlined in this position description to the satisfaction of Tenants Queensland.

I have discussed any questions I may have had about this position description prior to signing this form and am satisfied with the responses.

Employee name (please print) _____

Employee signature _____ Date _____

Manager's name (please print) _____

Manager's signature _____ Date _____