

TQ ADMINISTRATOR PD



Tenants Queensland

tenants working together

Date: September 2025

TQ ADMINISTRATOR

Position Title: TQ Administration Worker
Conditions of Employment: Tenants Queensland Ltd Agreement 2023 – 2026
Classification: Level 5
Status: Full-time
Working Hours: 38 hours per week
Location: TQ office, Wickham Terrace, Spring Hill and other sites as required from time to time
Reports to: Business Manager
Accountability: All staff are accountable to the Tenants Qld Chief Executive Officer and ultimately to the governance board.
Key Relationships This position requires a strong 'being of service to' ethic in providing general administrative functions in support of the TQ Chief Executive Officer and TQ initiatives. This position works closely with the Executive Officer and provides administrative support to the regional offices in addition to the Brisbane office.
Purpose of the Position: In addition to driving the organisation's effective and efficient operational, the position is a key ambassador of our values and culture. Through interactions with our team across the state, senior leaders and as a first point of contact with our members and clients, the position is instrumental in fostering a supportive, inclusive, kind and high-performing environment throughout the organisation
Position Approved: September 2025
Key accountabilities: <ul style="list-style-type: none">• Contribute to achieving TQ's organisational objectives by adhering to all policies and procedures.• Provide effective administrative support and work collaboratively with colleagues and the Chief Executive Officer to ensure smooth organisational operations.• Assist in the coordination and delivery of tenancy services through timely administrative and infrastructure support.• Undertake additional responsibilities as directed by the Business Manager, Chief Executive Officer or the Board, consistent with the role.
Specific Duties: <ul style="list-style-type: none">• As the first point of contact, liaise with tenants, agencies and the general public in a professional and courteous manner at all times.• Assist with the preparation, layout and publication of TQ documents, resources and general literature.• Maintain and administer a range of organisational databases, including membership and corporate records.• Administer and become familiar with internal systems e.g. Elmo, Radix, CSNet• Oversee and assist in all general administrative duties including:

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- Handle correspondence and mailing lists;
- Maintain and update the filing system;
- Type documents and correspondence as required;
- Purchase stationary supplies.
- Ensure the smooth operation of IT and office equipment within the workplace including:
 - First level of IT support for the team and primary liaison with TQ's IT support contractors.
 - Troubleshooting computer and office equipment difficulties;
 - Keeping up to date about relevant developments in IT.
- Provide backup administrative support to the TQ leadership team
- Provide coordination and leadership role in relation to administration across all TQ offices where appropriate e.g. 'green office' policies, email accounts, library management.
- Provide support for organisational issues such as membership mailouts, AGM logistics etc
- Assist with HR Administration
 - Advertising on recruitment platforms
 - Coordinate applications
 - Conduct general induction of new staff to TQ
- Foster team cohesion and a positive workplace culture, particularly within the Brisbane office by coordinating internal engagement activities such as birthday acknowledgments and maintaining shared responsibility systems (e.g., cleaning rosters).
- Other duties as required from time to time.

Selection Criteria:

- Commitment to social justice.
 - Ability to work independently and as a member of a team.
 - Well-developed interpersonal and communication skills, especially relating to reception duties. Ability to empathise with people from different cultural and socio-economic backgrounds.
 - Demonstrated proficiency with MS Office applications and comfort adapting to a broad range of systems covering HR, CRM and database / records management.
 - Knowledge of computer hardware, software and other office equipment.
 - Basic understanding of bookkeeping and financial software.
- Highly organised, able to manage multiple tasks simultaneously and prioritise accordingly.

Retention of applications and compliance with privacy regulations:

TQ retains applications, resumes, referee reports and related recruitment material for a period of 3 months from the date of notifying the successful applicant. Thereafter TQ maintains a full record of the successful candidate and only keeps a record of those individuals who applied for the role and who were interviewed along with relevant details of the conduct of the recruitment.

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 _____