

September 2025

Kia ora

Thank you for your registration of interest in the role of Tenancy Services Advisor based at Wesley Rātā Village in Naenae.

This pack includes a job description and outlines the key tasks and expected outcomes of the position.

The pack also includes a Pre-employment Disclosure Statement (page 7), a copy of Te Ara Wēteri / The Wesley Way (page 5) and a copy of the Wesley Rātā vision document (page 6).

Te Ara Wēteri is our quality assurance practice framework which guides how all staff are expected to interact with each other and with those we work alongside. Please read this carefully to ensure there is alignment between your beliefs and Te Ara Wēteri / The Wesley Way.

To apply for this position please send us:

- a covering letter, quoting "Tenancy Services Advisor"
- your CV
- the completed Pre-employment Disclosure Statement (page 7).

We look forward to receiving your application and please do not hesitate to contact us if you have any questions.

Please send your application to:

Isabel Macdonald

imacdonald@wesleyca.org.nz

PO Box 9932

Te Aro, Wellington 6141

04 8050875

Regards,



Jotham Kasibante

Finance & Business Development Manager

POSITION DESCRIPTION**Tenancy Services Advisor**

This new role is responsible for the tenancy services work of Wesley Community Action (WCA). The Tenancy Services Advisor will oversee tenancy agreements, ensuring compliance with housing policies and regulations while providing high-quality support to tenants. They will ensure the effective management of social housing and affordable rental units, implementing tenancy management systems that meet legislative and regulatory requirements and align with the organization's values.

The Tenancy Services Advisor will be responsible for managing rentals and providing operational tenancy insights to the Housing Operations Manager. They will also be responsible for working with Wesley's community team to ensure that community-led development principles are integrated into the way that we provide tenancies. Most importantly, they will build and maintain strong tenant relationships, address tenancy issues, and work closely with the Housing Operations Manager and internal teams to ensure smooth tenancy operations.

The person in this role will be responsible for liaising with the tenants in over 40 social and affordable houses and apartments at Wesley Rātā Village in Naenae, 8 affordable rental houses in Newtown and 12 social houses in Flaxmere (Hawkes Bay).

Responsible to:	Housing Operations Manager
Important relationships:	<ul style="list-style-type: none"> • Tenants of WCA Housing stock • Community Innovation worker - Wesley Rātā Village • WCA staff • Min Housing and Urban Development • MSD, MoH, Kainga Ora, Local Councils • Contractors
Hours:	Minimum 40 paid hours a week
Location:	Wesley Rātā Village, 249 Rata Stret, Naenae

Who will thrive in this role?

The person who will thrive in this role is someone who:

Is excited about our mission and way of working

- Appreciates how community led approaches contribute to just communities and increase effectiveness.
- Is open to 'pitch in' to get the job done.
- Is keen to progress a Treaty informed approach.

Has proven experience as a tenancy services advisor role

- Strong knowledge of relevant legislation, including the Residential Tenancies Act, Healthy Homes Standards, the Privacy Act and the Mental Health Act.
- Understands social and affordable housing and the requirements of a Community Housing Provider.
- Brings extensive knowledge of tenancy law and processes.
- Experience with Business Online Services (BOS), MRI Palace or any other property management software is an advantage.

Is relationship focused


- Keeps tenant voice and wellbeing at the heart of the work.
- Enjoys working directly with tenants to solve real-world problems.
- Understands that relationships matter – across all levels of the job.
- Can represent Wesley at a community level.

Key tasks and expected outcomes

Key tasks	Expected Outcomes
Tenancy Relations	<ul style="list-style-type: none"> Oversee and administer tenancy agreements, ensuring compliance with legal and organizational standards. Handle tenant interviews, lease signings, renewals, and terminations in accordance with regulations. Maintain accurate tenancy records and manage tenancy documentation.
Tenant Support & Engagement	<ul style="list-style-type: none"> Provide guidance and support to tenants regarding their rights, responsibilities, and tenancy conditions. Address tenant inquiries, concerns, and disputes in a professional and timely manner. Engage support services to assist tenants with financial difficulties, social needs, and tenancy sustainment is provided as requested and/or needed. Tenants receive timely and accurate information regarding inspections, maintenance, and any changes to their tenancy. Ensure valuable feedback is collected from tenants to inform and improve service delivery and housing programs.
Compliance & Risk Management	<ul style="list-style-type: none"> Ensure compliance with tenancy laws, housing policies, and health and safety regulations. Monitor and address issues related to rent arrears, property damage, and tenant behaviour. Prepare reports on tenancy performance, feedback, risk factors, and compliance matters. All tenant communication, documentation and property information is organized and easily accessible for future reference.
Stakeholder & Team Collaboration	<ul style="list-style-type: none"> Liaise with the housing operations manager, maintenance manager and external service providers to address tenant needs. Work closely with the finance teams to monitor rent payments and manage arrears. Collaborate with community organizations and government agencies to support tenants. Provide cover when other staff are on leave.
Perform any other duties as required by the Housing Operations Manager.	


How we work – Te Ara Wēteri / The Wesley Way

Te Ara Wēteri / The Wesley Way is the heart of our work. It's based on the belief that people are the experts in their own lives. We support them to identify their strengths and skills and the changes they believe will allow them to have a better life.



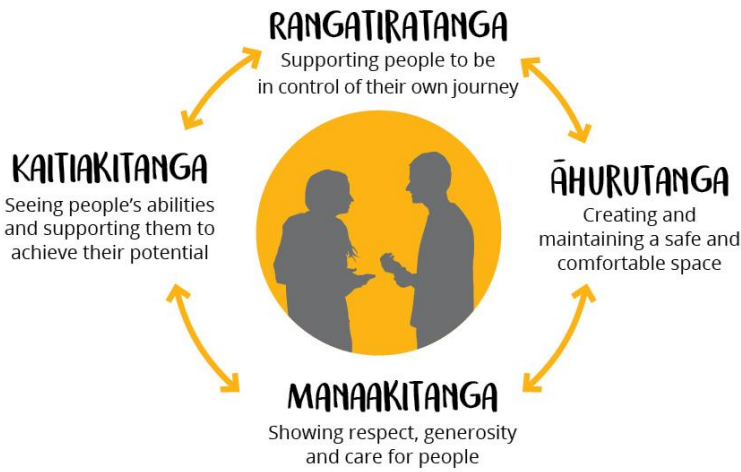
**Wesley
Community
Action**

community ■ compassion ■ change



TE ARA WĒTERI The Wesley Way




Te Ara Wēteri brings out the best in people.
The following principles guide all our engagements:



We give effect to these by:

Viewing whānau as experts in their own lives	Using Te Tiriti o Waitangi as the base for our mahi	Calling out and challenging injustice	Seeking and using feedback to guide our relationships
Focusing more on what's working	Being as courageous as the whānau we work alongside	Acknowledging our power and sharing this	Striving to be our best by being open to learning and new whakaaro

KĀORE MĀ TE WAHA ENGARI MĀ TE RINGA Don't tell me, show me

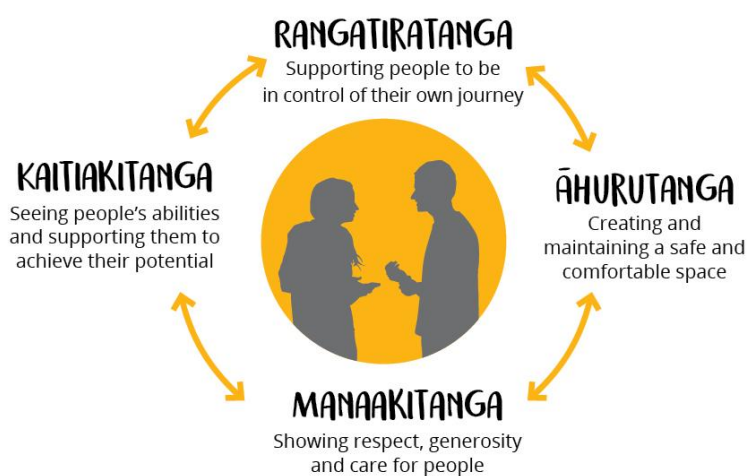


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Wesley Rātā Village vision

This vision has been developed in partnership with the residents at the village.



Wesley Rātā Village

Across the generations,
everyone contributing towards a good life

Kaupapa | Vision

Wesley Rātā Village is a place to weave community and enhance wellbeing. It's a home to enjoy living in and a place to visit for inspiration and strengthening connections. It's a place for all generations, with a special position for kaumātua/seniors.

Kawa | Goals

Takune Intention People are actively involved in planning for the future	Kia haumanu Restoration A place for healing relationships with each other and the land
Whakatipuranga Generations Learning is shared and innovation is fostered between generations and cultures	Koha Contribution Each person's contribution is encouraged and valued
Whanaungatanga Connectedness Relationships are sparked between people, communities and a vibrant Naenae	Kia hōnore Te Tiriti Honouring the Treaty Connections are strengthened with whānau, hapū and iwi

Mahi | Initiatives

Kāinga Homes Affordable rental housing in an intergenerational community	Mātauranga Toi The Arts Valuing and enabling access to the arts and creativity
Tamariki Children A place for parents, babies and children to play and learn	Kia tūhono ngā kaumātua Connecting in Ageing Supporting ageing well in the community
Wāhi hui Gathering space Creating opportunities and space for shared activities	Taiao Nature Caring for our environment and building kai resilience as kaitiaki of this land

Na tō kete, nā tōku kete, ka ora ai te iwi
 With your contribution and my contribution, the community flourishes

Wesley Rātā Village, 249 Rātā Street,
 Naenae, Lower Hutt 5011
info@wesleyca.org.nz
www.wesleyca.org.nz

 **Wesley Community Action**

PRE-EMPLOYMENT DISCLOSURE:

**As part of our employment/volunteer process, we require you to answer to the fullest, the following questions.
This information is treated with the strictest of confidentiality.**

FULL LEGAL NAME:			
PREFEERED NAME (email signatures/business cards):			
HAVE YOU PROVIDED REFEREE FROM YOUR LAST EMPLOYER AND EMPLOYERS IN RELATED FIELD TO THIS ROLE?			
RELEVANT QUALIFICATIONS PROVIDED:			
PREFERRED IDENTIFICATIONS:			
1	Do you have a preferred pronoun that you would like on a work email signature?	She/Her, He/Him, Them/they or N/A, if you would like no pronoun	
2	Do you identify with any iwi affiliation/s that you would like us to know about?		
3	Do you identify any Pasifika affiliation/s that you would like us to know about?		
CONVICTION/DISCIPLINARY ACTION DISCLOSURES:			
4	Have you ever been convicted of a criminal or diving offense?	YES OR NO	If YES, please provide full details on other sheet attached.
5	Are there any criminal charges currently pending against you?	YES OR NO	If YES, please provide full details on other sheet attached.
6	Have you been the subject of any performance/employment/disciplinary process with any previous employer or been dismissed from any role?	YES OR NO	If YES, please provide full details on other sheet attached.
7	Have you been the subject of any censure or suspension to your professional practice/certifications of any type for any reason?	YES OR NO	If YES, please provide full details on other sheet attached.
8	Have you had any circumstance where you have had engagement with the police for any matter (including traffic matters)?	YES OR NO	If YES, please provide full details on other sheet attached.
MEDICAL/GENERAL WELLBING DISCLOSURES:			
9	Do you have any current medical/health or psychological conditions that we should be aware of that may interfere with your ability to carry out your duties as a member of Wesley Community Action? If in doubt, please answer yes.	YES OR NO	If YES, please provide full details on other sheet attached.
10	Do you have any history of an event/s, traumatic or otherwise, that could impact on your ability to carry out your duties objectively, professionally, and non-judgementally.	YES OR NO	If YES, please provide full details on other sheet attached.
11	Do you have any pre-existing medical/health or psychological conditions?	YES OR NO	If YES, please provide full details on other sheet attached.
12	Do any of the above conditions impact on your ability to fulfil your role in anyway?	YES OR NO	If YES, please provide appropriate medical clearance from your health professional confirming you as fit for the purpose of the role you are applying for.
WCA is an approved Essential Service. Vaccination is a critical part of Aotearoa-NZ's public health response to the Covid-19 pandemic. As kaimahi/staff in an approved Essential Service under Covid lockdowns, we can help protect ourselves, each other, the people we support, and the wider community by getting our Covid-19 vaccination. <u>You are not obliged to disclose your vaccination status.</u> However, certain aspects of our work cannot be done by an unvaccinated worker, so it is important we understand as much as possible the health needs of our kaimahi/staff. We appreciate your cooperation on this.			
13	Have you received your Covid vaccinations and are up to date with your booster shots?	YES OR NO	If NO, please provide details on another sheet attached.
	I would prefer not to disclose this information.		Please tick if appropriate.
DECLARATION			
14	I am legally entitled to work/volunteer in Aotearoa New Zealand.	YES OR NO	If NO, please provide details on another sheet attached.
15	I give permission for my referees to be contacted.	YES OR NO	If NO, please provide details on another sheet attached.
16	I give permission for my medical records to be accessed if requested	YES OR NO	
17	I have a full and clear driver license I can produce for sighting.	YES OR NO	If NO, please provide details on another sheet attached.
18	The information given in this application is factual and truthful.	YES OR NO	If NO, please provide details on another sheet attached.
SIGNATURE:			
DATED:			
IMPORTANT – PLEASE NOTE: We rely on the accuracy of the information given to us. If it is later discovered that you have not fully disclosed all matters requested or have failed to disclose significant information, then Wesley Community Action is entitled to treat such non-disclosure or misrepresentation as misconduct or serious misconduct and disciplinary proceedings may follow. V. Oct 2024			

Additional information

[illegible]