

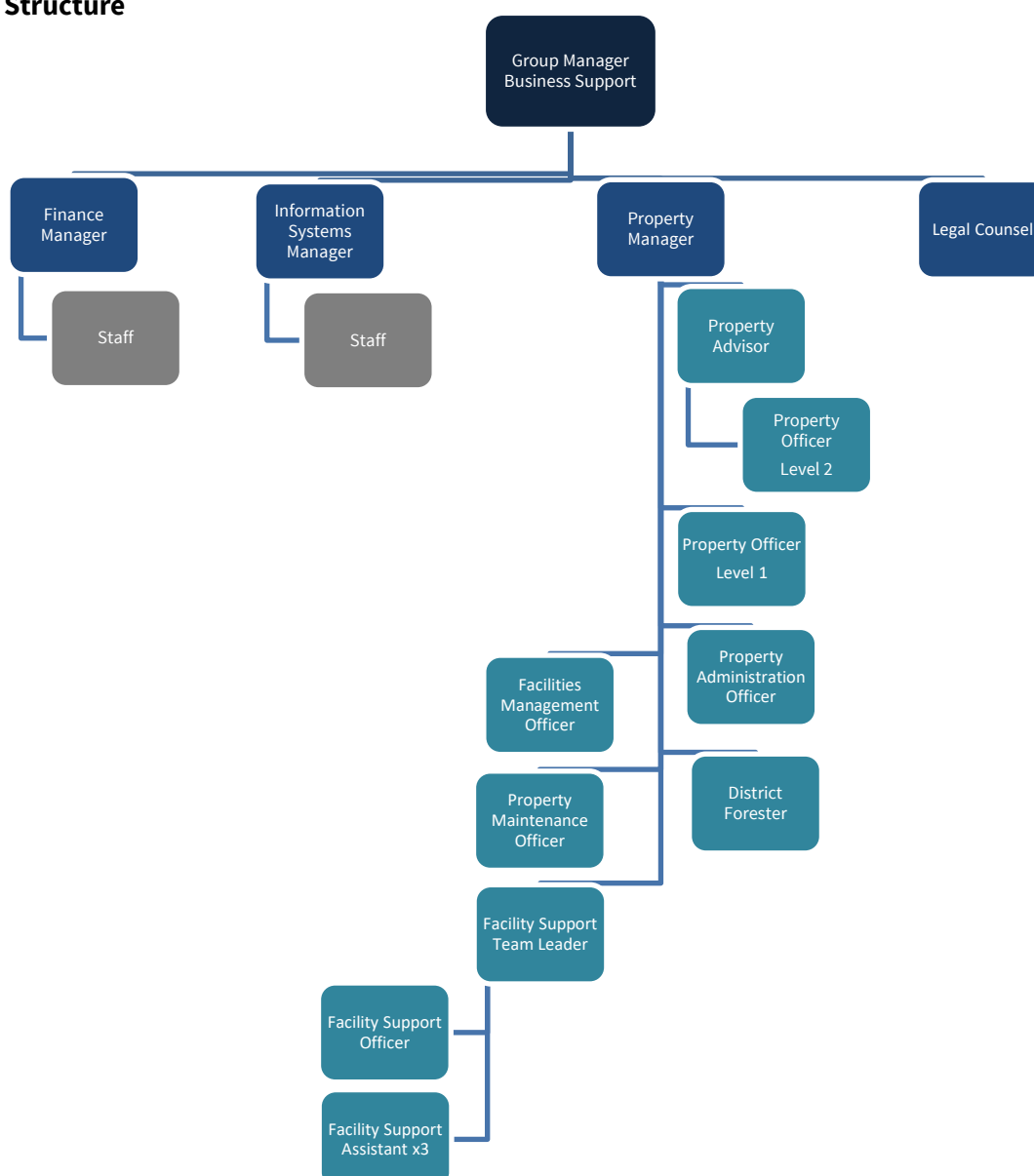
Position Description

Position Title:	Property Administration Officer
Reports To:	Property Manager
Team:	Property
Group:	Business Support
Employment Type:	Permanent, Full time
Date Modified:	December 2023

Purpose

To provide professional administration support in the area of property services, ensuring accuracy and data integrity.

Group Structure



Our Purpose

Supporting our communities to thrive by working together to provide services and places for people to connect, grow, live, work and play.

Our Values

Our Values describe how we are going to achieve our purpose and vision, and they underpin how we work; they support how we make decisions, how we treat each other and our communities, and how we behave everyday. They guide us all and they apply to everyone in our organisation, no matter where we work or what we do.



- ✓ Build trust by communicating openly and acting with integrity
- ✓ Apply a customer lens to everything we do
- ✓ Make responsible decisions by balancing different needs
- ✓ Plan for our future and think sustainably
- ✓ Take responsibility and "own" our roles



- ✓ Know our stuff and encourage knowledge sharing and professional growth
- ✓ Learn from our successes and mistakes
- ✓ Aim to improve and innovate by questioning the status quo & bringing ideas to life
- ✓ Focus on solutions
- ✓ Follow through with our commitments



- ✓ Collaborate and tackle challenges together
- ✓ Work with and for our communities
- ✓ Think about how our work impacts others
- ✓ Acknowledge and celebrate our achievements
- ✓ Value and encourage social connections



- ✓ Encourage diverse ideas
- ✓ Keep an open mind
- ✓ Have empathy for and support one another
- ✓ Care for the wellbeing and safety of ourselves and others
- ✓ Seek to understand what is important to others

Key Accountabilities

Commercial Administration

- Contribute to the daily operations of the Property Team to ensure a flexible and responsive service.
- Provide efficient and accurate administration support for the delivery and documentation of property transactions, including but not limited to acquisitions, disposals, leases, licences, compulsory acquisitions, road closures, easements, encroachments, caveats.
- Provide administrative support in the management of Council's rental and property portfolio.
- Undertake administration functions required in relation to the Property Team's legislative requirements.
- Maintain and improve relevant databases to accurately record property data.
- Ensure effective and timely responses to requests for service in relation to Council's property portfolio, in addition to other administrative tasks or projects assigned.
- Implement policies and procedures to enhance the effective and efficient management of Council's property portfolio including diligent property management, lease and contract administration functions and leased property maintenance management.
- Develop and maintain cooperative relationships with internal and external stakeholders, demonstrating excellent customer service at all times.
- Participate in assigned property projects, including but not limited to conducting public consultation, communication with stakeholders and report writing.
- Manage the day to day insurance requirements of Council including claims and liaison with asset owners, employees and brokers.

Corporate Contribution

- Contribute to and follow the organisation's governance, corporate plans, policies, projects, initiatives and strategies.
- Participate in performance development and assessment processes.
- Contribute to and follow health and safety policies and procedures, including accurate reporting.
- Ensure proper care and use of plant, vehicles and equipment.
- Assist in providing civil defence functions and / or maintain the provision of essential services in emergency management events.
- Undertake any other relevant duties, including attending out of hour's meetings as requested by your Manager or Group Manager.

Position Requirements

The below qualities, knowledge and skills are the key focus for this role and are used to assess an applicant's suitability for the role and the incumbent's performance in the role.

Personal Qualities

Customer Focus

- Listens to customers and actively seeks to meet or exceed customer needs.
- Looks beyond the obvious to improve levels of service.
- Committed to delivering high quality outcomes for customers.

Detail Focus

- Observes fine details and identifies gaps in information.
- Prefers to follow processes to complete tasks.
- Considers maintaining levels of accuracy of high importance.

Relationship Building

- Promotes understanding and compromise through diplomatic handling of conflict.
- Forges useful partnerships with people across business areas, functions and organisations.
- Builds trust through consistent actions, values, communication and minimising surprises.

Teamwork

- Cooperates, collaborates and shares information with others in pursuit of team goals.
- Shows consideration, concern and respect for others feelings and ideas while accommodating to their style of working.
- Encourages constructive resolution of conflict within a group.

Knowledge and Skills

Communication Skills

- Organises information in a logical sequence using content appropriate for the purpose and audience, obtaining feedback to ensure understanding.
- Speaks clearly, concisely and confidently using a polite and considerate manner.
- Ensures written communication contains the necessary information to achieve their purpose.

Computer Skills

- Able to use and develop skills in common software applications used for word processing, spread sheeting and email.
- Understands the fundamental principles of information management including the importance of saving conventions, securing sensitive documents etc.
- Ability to navigate and use Council's core software application ensuring accuracy and efficiency.

Organisational skills

- Sets clearly defined objectives and priorities to ensure goals and deadlines are met.
- Prioritises activities and operates accordingly, reviewing and adjusting as required.
- Recognises actual and potential barriers and finds effective ways to deal with them.

Specialist Expertise

- A minimum of 2 years administration experience, ideally working with legal or commercially sensitive information.
- Preferably relevant property qualification or equivalent experience.
- Current drivers licence.