



POSITION TITLE	Property Systems Administrator
AWARD AND CLASSIFICATION	Wodonga City Council Enterprise Agreement 2024 to 2027 Band 5
DIRECTORATE	Infrastructure and Growth
BUSINESS UNIT	Assets
REPORTS TO	Team Leader Operational Asset Management
SUPERVISES	Nil
EMPLOYMENT STATUS	Part Time
DATE	
EMPLOYEE NAME	

ORGANISATIONAL CONTEXT

Wodonga Council's vision for the city is to be seen as a 'progressive, well-planned city that is affordable, offers an abundance of opportunities and is led by strong, empathetic stewardship'. This vision will support us to realise our mission 'to strengthen the community in all that we do'.

POSITION OBJECTIVES

Supports the effective management of Council's property portfolio by delivering high-quality administrative, system and coordination functions. Maintains accurate property records, supports lease and licence administration, and contributes to property transactions, reporting and compliance activities. Works collaboratively across Council and with external stakeholders to ensure property processes are efficient, compliant and aligned with organisational objectives.

ACCOUNTABILITY AND EXTENT OF AUTHORITY, INCLUDING DUTIES

- Maintains and administers property systems, databases and records to ensure all lease, licence and property information is accurate, current and compliant with legislative and Council requirements.
- Administers lease and licence processes across the property portfolio to ensure timely renewals, compliance with agreement conditions and effective management of Council-owned and managed land.

- Coordinates documentation and administrative processes for property transactions to support the acquisition, divestment and occupancy of Crown, private and public land in line with Council objectives and statutory requirements.
- Prepares high-quality reports, correspondence and recommendations to support informed decision-making, Council reporting requirements and effective property governance.
- Liaises with tenants, community stakeholders and internal departments to ensure obligations under agreements are met, issues are resolved promptly and positive working relationships are maintained.
- Engages and coordinates external consultants and service providers to obtain valuations, surveys and specialist advice required to support property negotiations and decision-making.
- Reviews and improves property-related systems, processes and workflows to enhance operational efficiency, data integrity and consistency across the property function.
- Provides professional administrative and customer service support to the property team and broader organisation to ensure responsive, accurate and confidential service delivery aligned with Council standards.

COUNCIL EMPLOYEE VALUES AND BEHAVIOURS

You are expected to demonstrate the values in your everyday work and your interactions with colleagues and the community.

Trust	<p>Talk straight – Say what you mean and mean what you say</p> <p>Create transparency – Do not withhold information unnecessarily or inappropriately</p> <p>Right wrongs</p> <p>Practice accountability – Take responsibility for results without excuses</p> <p>Extend trust – Show a willingness to trust others, even when it involves a measure of risk</p>
Respect	<p>Treat other people with courtesy, politeness and kindness, no matter what their position or opinion</p> <p>Listen first – Seek to understand others before trying to diagnose, influence or prescribe</p>
Integrity	<p>Tell the truth in an appropriate and helpful manner that does not compromise the organisation's objectives and values</p> <p>Keep confidences</p> <p>Do what you say you will do to the best of your ability</p> <p>Be open about mistakes</p> <p>Speak of those that are absent only in a positive way</p>
Learning	<p>Work together and learn from each other</p> <p>Continuously improve and innovate</p> <p>Be open to change</p> <p>There is a high degree of responsibility for results – delivery without excuses</p>

CAPABILITIES AND BEHAVIOURS

Demonstrate competency in each of the 7 capabilities of an Officer, according to the People and Performance Framework in Attachment 1, and practice the corresponding behaviours indicated for each capability.

JUDGEMENT AND DECISION-MAKING SKILLS

- Applies sound judgement to prioritise competing tasks and deadlines to ensure timely and accurate delivery of property administration functions.
- Selects appropriate processes, systems and approaches to support efficient and compliant property management outcomes.
- Resolves routine issues and escalates complex matters appropriately to ensure risks are managed and decisions align with guidelines.

SPECIALIST KNOWLEDGE AND SKILLS

- Applies property management knowledge and administrative expertise to support leasing, licensing and property-related processes.
- Maintains accurate records and documentation systems to ensure compliance with legislative, regulatory and Council requirements.
- Uses corporate systems and digital tools effectively to manage property data, reporting and workflow processes.
- Interprets policies, procedures and guidelines to ensure consistent and compliant property management practices.
- Supports stakeholder engagement and customer service delivery to build confidence and maintain positive relationships with tenants and the community.
- Applies knowledge of risk, safety and compliance requirements to property-related activities and documentation.

MANGEMENT SKILLS

- Plans and prioritises work effectively to manage multiple tasks and meet deadlines in a structured environment.
- Manages own workload and seeks guidance when required to ensure quality outcomes and alignment with team priorities.
- Applies risk awareness and organisational procedures to support safe, compliant and accountable work practices.
- Demonstrates accountability and professionalism in all work activities, including transparency and ethical behaviour.

INTERPERSONAL SKILLS

- Builds effective working relationships with internal and external stakeholders to support collaboration and service delivery.
- Communicates clearly and professionally to resolve enquiries and support moderately complex interactions.
- Prepares clear, accurate documentation and correspondence to support business operations and decision-making.
- Works collaboratively within a team environment to achieve shared goals and maintain a positive workplace culture.

INFORMATION TECHNOLOGY SKILLS

Be computer literate and have the ability to quickly learn and adopt software programs used by the organisation relevant to the position.

CUSTOMER SERVICE SKILLS

- Delivers professional, courteous and responsive customer service to support positive interactions with the community and stakeholders.
- Listens actively and identifies customer needs to provide accurate information and effective solutions.
- Communicates clearly and manages expectations to ensure customers are informed and supported throughout interactions.
- Supports equitable access to Council services by responding appropriately to diverse customer needs.

EMERGENCY MANAGEMENT DUTIES

As and when required, assist in dealing with any emergency situation which affects the operation of the council and/or wellbeing of the community.

QUALIFICATIONS AND EXPERIENCE

- Extensive administration experience.
- A degree or diploma in Business Administration (or similar discipline) is advantageous.
- Experience in property management is advantageous.

LICENCES AND MANDATORY REQUIREMENTS

- Current driver's licence and evidence of eligibility to work in Australia must be provided prior to commencement.
- National Police Check (required to be supplied by the employee of prospective employee prior to commencement)

EQUAL OPPORTUNITY EMPLOYER

Wodonga Council is an equal opportunity employer. We ensure fair, equitable and non-discriminatory consideration is given to all, regardless of age, sex, disability, marital status, pregnancy, sexual orientation, race, religious beliefs or other protected attribute. We recognise our proactive duty to ensure compliance with equal opportunity and to eliminate all forms of discrimination.

INHERENT REQUIREMENTS OF THE JOB

For details of the inherent requirements of the job, please see Attachment 2.

COGNITIVE JOB DEMANDS

The position is required to operate at the Officer level and will be required to demonstrate the personal competencies and behaviours detailed in the People and Performance Framework attached. The cognitive demands of the role include:

- Having difficult or uncomfortable conversations.
- Meeting performance expectations.
- Working in a professional capacity within the work environment.
- Being willing and able to adapt to change.
- Demonstrating resilience under pressure, and in changing and challenging circumstances.

KEY SELECTION CRITERIA

1. Demonstrated experience in administration or property management.
2. Excellent time management skills, with an ability to manage conflicting demands and exceptional attention to detail.
3. Demonstrated ability to work independently and as part of a wider team environment.
4. Exemplary written and verbal communication skills with the ability to communicate effectively with customers, members of the public and other employees.
5. Strong organisational and administrative skills, and experience in using Microsoft Word, Excel and Outlook

People and performance framework

CUSTOMER SERVICE AND COMMUNICATION  Understanding and valuing our customer needs to make sure we provide quality customer service.		BUILD AND ENHANCE RELATIONSHIPS  Collaborating and working with our people and community.		PLAN, ORGANISE AND DELIVER  Performing work to the best of our ability to deliver successful outcomes for our people and community.	
FUTURE FOCUS  Identifying ways we can do better and anticipating future opportunities.		PEOPLE DEVELOPMENT  Looking after the personal and professional growth of our people.		MANAGE HEALTH AND WELLBEING  Recognising the importance of staff health and wellbeing.	
		SAFETY AND RISK MANAGEMENT  Prioritising safe and ethical behaviour and decision-making in everything we do.			

Customer Service and Communication

Demonstrates commitment to a high standard of service to customers and the community.	<ul style="list-style-type: none"> • Is helpful, shows respect, courtesy and fairness with staff and customers • Demonstrates empathy and a willingness to assist • Communicates information clearly • Listens and asks questions to understand customer needs and point of view • Proactively seeks solutions and keeps customers informed of progress • Operates within council procedures and policies • Writes in a way that is logical and easy to follow
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Build and Enhance Relationships

Works co-operatively and effectively with others.	<ul style="list-style-type: none"> • Demonstrates clear, open and honest communication • Works constructively to resolve conflict • Shows enthusiasm to help others • Listens and respects the value of different views, ideas and ways of working • Builds and sustains positive relationships with staff and customers • Actively participates in team and other activities • Keeps others informed and seeks clarification when required
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Plan, Organise, Deliver

Organises and prioritises own work to meet work commitments.	<ul style="list-style-type: none"> • Demonstrates effective use of time and resources to meet expectations and achieve outcomes • Understands what is required of the role and how this contributes to team priorities • Keeps appropriate people informed on progress of tasks and projects • Seeks information when required, demonstrates initiative • Undertakes to complete all tasks with a positive, can-do attitude
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Future Focus

Looks for improvements and is adaptable to change.

- Understands council vision and purpose and how their role fits in
- Is willing to adapt to changing processes, systems, technology and environments
- Looks for improvements and better ways of doing things
- Seeks support and clarification when required

People Development

Welcomes opportunities for learning and self-development.

- Displays council values
- Reflects upon own performance
- Seeks and acts upon feedback
- Sets goals for personal and professional development
- Finds ways to learn and improve in the completion of day-to-day tasks
- Takes responsibility for own work and meeting job requirements

Manage Health and Wellbeing

Takes responsibility for self-care and managing work-life balance.

- Demonstrates effective time management and prioritising of tasks
- Is aware of, controls and expresses their own emotions appropriately
- Recognises when support is needed
- Accepts responsibility for their own actions and outcomes
- Is aware of the importance of self-care

Safety and Risk Management

Takes responsibility for personal actions and reports safety and compliance concerns.

- Remains vigilant in ensuring a safe working environment for self and others
- Is aware of risk and takes action to prevent problems
- Reports hazards, incidents (including near misses) and compliance concerns in a timely way
- Understands the importance of honesty and transparency
- Avoids and discloses conflicts of interest and guards against the misuse of council resources and assets
- Complies with policies and procedures

ATTACHMENT 2

INHERENT REQUIREMENTS OF THE JOB

Wodonga Council will provide reasonable adjustments to assist a person with a disability to perform these inherent requirements of the job.

FREQUENCY	% OF WORK DAY / TASK
Rare (R)	0-5%
Occasional (O)	6-33%
Frequent (F)	34-66%
Constant (C)	67-100%

TASK	DESCRIPTION	INHERENT REQUIREMENTS	DEMAND	FREQUENCY			
				R	O	F	C
Property Assistant	As part of the Property team, assist with property management and provide quality customer service to customers, members of the public and other employees.	<ul style="list-style-type: none"> Capacity to sit for up to 2 hours Capacity to stand and walk intermittently throughout the day Walking in outdoor environment over uneven ground for up to 1 hour Lifting and carry 5kg over 10m Squatting/kneeling Reaching between ground level & shoulder height Climb Stairs Hand grip, dexterity and fine manipulation Liaison with staff of all levels Liaison with the community and other stakeholders Phone use Photocopier and printer use Computer use and relevant IT systems - data entry Time management & organisational skills Work as part of a team 	Sitting				X
			Standing			X	
			Walking			X	
			Lifting up to 5kgs		X		
			Carrying		X		
			Climbing	X			
			Bending	X			
			Twisting	X			
			Squatting		X		
			Reaching	X			
			Fine motor		X		
			Neck postures				X
			Accepting instructions			X	
			Sustained concentration				X
			Simple decision making				X
			Problem solving				X
			Interaction with others				X
			Exposure to confrontation		X		
Respond to change			X				
Prioritisation				X			