



POSITION TITLE	Community and Facilities Property Officer
AWARD AND CLASSIFICATION	Wodonga City Council Enterprise Agreement 2021 to 2023 Band 6
DIRECTORATE	Infrastructure and Growth
BUSINESS UNIT	Assets
REPORTS TO	Team Leader Operational Asset Management
SUPERVISES	Nil
EMPLOYMENT STATUS	Full 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

The Property Officer is responsible for contributing to the successful operation of property management by providing specialist property management guidance and performing high-level administrative duties to support to the property team at Wodonga Council and to the wider Council.

ACCOUNTABILITY AND EXTENT OF AUTHORITY, INCLUDING DUTIES

Duties

- Provide specialist advice to Councils operational assets management team, the wider council, tenants, and third party agencies to ensure appropriate support is provided on a variety of property matters;
- Provide input into the development of property management related policies and procedures, leasing, divestment and acquisition of Council property and ensure policies and processes are up to date;
- Review and update councils lease/licence database and produce reports on the status of leases and licences as required;

our values

TRUST - RESPECT - INTEGRITY - LEARNING

our mission

WE WILL STRENGTHEN THE COMMUNITY IN ALL THAT WE DO

- Review all existing leases and licences and undertake relevant duties to ensure all leases and licences are up to date, including obtaining copies of valid certificates and legal documents;
- Liaise with other departments as the property management specialist to ensure tenants are meeting the obligations set out in their agreements;
- Implement and maintain effective procedures and systems to improve workflow and assist with the smooth and coordinated operation of property processes;
- Prepare professional internal and external correspondence as required;
- Regularly review and monitor current rental income and determine income for future budgets.
- Undertake detailed research and investigation, analyse and collate information and provide feedback on topics and issues as directed by the Manager Projects and Assets and the Team Leader Operational Asset Management.
- Draft lease and licence agreements based on previous experience, seeking guidance from external legal providers at the discretion of the property officer;
- Prepare files relating to the acquisition, divestment and occupancy of crown land, private land and public land;
- Undertake relevant property and rental audits to ensure all leases and licences are compliant and current;
- Engage consultants and obtain valuations and surveys required for negotiating the purchase, sale or lease/licence of land and buildings;
- Development of recommendations and reports for Council using a range of alternative considerations and business practices to achieve sound property management outcomes for the benefit of Council and the community;
- Seek legal advice in relation to property which will have a significant effect on outcomes for council and the community;
- Coordinate the renewal of grazing licences with the inclusion of certificates of currency from all graziers;
- Coordinate the management of all Council precincts except for those that fall under the Sport & Recreation portfolio with respect to lease and licence agreements;
- Assist the Operational Assets Team with the development of an annual maintenance schedule for all Council precincts except for those that fall under the Sport & Recreation portfolio;
- Assist the Economic Development team in the attraction of new tenants for Council owned property.

Accountability and Extent of Authority

- Providing direct support and guidance to Wodonga Council and the property team, specifically in the area of property management;
- The provision of a high standard of service to the public, presenting appropriately for all work activities and acting with sensitivity, confidentiality, courtesy and discretion at all times;
- The freedom to act in the role is subject to close supervision and clear guidelines; and,
- The effects of decisions and actions and quality of decisions made will have an impact upon the performance of employees being supported, but decisions and actions are always subject to appeal or review by more senior employees.

COUNCIL EMPLOYEE VALUES AND BEHAVIOURS

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

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| Trust | Talk straight – Say what you mean and mean what you say |
| | Create transparency – Do not withhold information unnecessarily or inappropriately |
| | Right wrongs |
| | Practice accountability – Take responsibility for results without excuses |

Extend trust – Show a willingness to trust others, even when it involves a measure of risk

Respect Treat other people with courtesy, politeness and kindness, no matter what their position or opinion
Listen first – Seek to understand others before trying to diagnose, influence or prescribe

Integrity Tell the truth in an appropriate and helpful manner that does not compromise the organisation's objectives and values
Keep confidences
Do what you say you will do to the best of your ability
Be open about mistakes
Speak of those that are absent only in a positive way

Learning Work together and learn from each other
Continuously improve and innovate
Be open to change
There is a high degree of responsibility for results – delivery without excuses

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

- Ability to use judgement based on previous experience to prioritise conflicting deadlines and make decisions;
- Ability to select the best method, technology, process or equipment from a range of available alternatives to meet the objectives of the work;
- The work will involve problem solving, using procedures and guidelines; and,
- Guidance and advice would usually be available within the time required to make a choice.

SPECIALIST KNOWLEDGE AND SKILLS

- Experienced in the use of IT systems and processes to foster business unit and workplace objectives;
- Understanding of the importance of accurate and current record keeping and the ability to effectively use Council's document management system;
- Proficient in property management;
- Excellent customer service skills;
- The ability to handle routine enquiries;

- The ability to work effectively as a member of the property team to meet organisational requirements;
- Advanced understanding of the goals of the property team, and appreciation of the goals of the wider organisation;
- Understanding of the function of the position within its organisational context, including relevant policies, regulations and precedents;
- The ability to understand, comply with and implement occupational health and safety and risk management in relation to property related matters; and,
- The ability to provide effective representation and to develop confidence and motivation in members of the community and tenants.

MANGEMENT SKILLS

- Excellent time management and the ability to prioritise tasks;
- Manage and plan own time and own work effectively, and adhere to deadlines;
- Meet deadlines, as discussed with the supervisor;
- Receive and follow directions from a supervisor and seek workload management support when required;
- Be honest and transparent in all dealings, and report suspected fraud or corruption;
- Understand risk and consider it when performing work;
- Take care of own safety and wellbeing and that of other staff, and follow OHS procedures; and,
- Report hazards, risks and behaviours that may not comply with organisational or legislative requirements.

INTERPERSONAL SKILLS

- Work cooperatively as part of a team;
- Maintain confidentiality as required;
- Document work according to established practices;
- Communicate effectively with other employees and external stakeholders;
- Excellent verbal and written communication skills to communicate with clients, members of the public, and other employees, and enable the resolution of moderately complex problems;
- Ability to prepare internal documentation, correspondence and reports; and,
- Ability to gain cooperation and assistance from clients, the public and other employees in the administration of well-defined activities.

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

Meet customer service expectations to:

- Be honest, ethical and professional.
- Be helpful and courteous.
- Listen with respect and understand the customer's issues.
- Meet commitments made.

- Keep the customer informed.
- Ensure that the customer understands what is being said.
- Apologise if a mistake is made and attempt to make it right.
- Assist customers with physical, sensory or intellectual disabilities, to achieve equitable access to council services.

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 Drivers Licence
- 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.

Staff member signature

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

<p>Looks for improvements and is adaptable to change.</p>	<ul style="list-style-type: none"> • 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
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People Development

<p>Welcomes opportunities for learning and self-development.</p>	<ul style="list-style-type: none"> • 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
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Manage Health and Wellbeing

<p>Takes responsibility for self-care and managing work-life balance.</p>	<ul style="list-style-type: none"> • 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
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Safety and Risk Management

<p>Takes responsibility for personal actions and reports safety and compliance concerns.</p>	<ul style="list-style-type: none"> • 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
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ATTACHMENT 2

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

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.

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			