

Position Description

Position Title:	Property Officer
Directorate:	Infrastructure and Property
Service Unit:	Property and Facilities
Salary Point:	12
Position Reports To:	Property Coordinator – Commercial
Staff Management:	Nil Direct Reports
Budget Responsibility:	Approximately \$500,000
Date PD Reviewed:	August 2019

Organisation Context of Position

City of Newcastle employs over 900 staff and is responsible for a local government area of 187km². Newcastle has a population of 148,000 and is the business and cultural centre of the Hunter region, home to over 620,000 people. In the heart of the Hunter Region, City of Newcastle has a variety of locations across the City and encompasses 5 Directorates:

- Governance
- Strategy and Engagement
- People and Culture
- Infrastructure and Property
- City Wide Services

The purpose of the Infrastructure & Property Directorate is to:

- Ensure whole of life planning and maintenance of CN's built, physical and natural assets including infrastructure, plant and fleet assets.
- Manage the delivery of civil works and environmental projects across the LGA.
- Provide contract management services to CN, including the management of relevant works and services delivered by external providers, as well as leasing & property management.
- Provide services that improve presentation of the city, including city greening, graffiti removal and street cleaning.

The Service Elements that form the Infrastructure & Property Directorate are:

- Depot Operations
- Assets & Projects
- Civil Construction & Maintenance
- Property & Facilities

Workplace Health & Safety

WHS RAA Level	6
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For specific WHS Responsibilities, Authorities & Accountabilities applicable to this position, the position holder will refer to the WHS Responsibilities, Authorities & Accountabilities matrix in the WH&S Management System. The person accepting the position will be required to sign off that they have received and understood their WHS Responsibilities, Authorities & Accountabilities.

Position Responsibilities

- Work collegiately within the Property Services service element, or “team”, to deliver high quality services to internal and external customers in the areas of property management, leasing, asset management and acquisition and disposals on behalf of asset owners across the organisation.
- Actively participate in individual staff performance through the proactive annual setting and regular monitoring of individual performance management plans, including conducting regular performance reviews with Manager.
- Regular monitoring and prompt addressing of key corporate responsibilities – including, but not limited to, budgets, WH&S, correspondence and document management, corporate reporting, risk management, process mapping and improvement.
- Actively promoting within the team and the service unit CN's commitment to customer service, continuous improvement, corporate culture and values (CREW) – and being a role model of these behaviours. Support the Manager to foster and promote an opportunity-seeking and positive attitude within the team.
- Undertake effective property management of the property portfolio for City of Newcastle (CN), balancing community needs and other implications – financial, reputational, legal.
- Undertake regular recurring duties including regular site inspections, processing of work requests for maintenance and repairs, liaison with users and contractors, coordination of leases and licence database and their renewals, rent reviews, lease renewals, makegood management, routine rent runs, managing Certificates of Insurance and arrears management.
- Develop, maintain and execute relevant policies for the management of community properties within the community leasing portfolio.
- Work collaboratively with all CN Land Managers for matters relating to community land and make recommendations to the relevant Land Manager and/or Asset Owner (AO) on leasing/licencing of the assets within the Portfolio.
- Interpret, monitor and execute community lease/licence documentation, and maintaining them in CN's corporate lease databases – ensuring provisions of the documentation are compliant with relevant legislation including the Local Government Act 1993, the Crown Lands Act 1989 (as amended by the Crown Lands Management Act 2016) and other relevant legislation and standards.
- Provide exceptional customer service via liaison with hirers, and managing the bookings for CN community buildings including:
 - Receive and process enquiries from internal and external customers in relation to regular and casual hire events/bookings.
 - Maintain and update accurate bookings and key registers in the relevant corporate system/s.
 - Prepare and process relevant hire agreements and invoices for each booking.
 - Identify issues relating to the booking of related CN facilities (e.g. sportsfields, parks) that may impact on the community, and liaise with colleagues in other service units to resolve them promptly.
 - Provide regular updates and reporting to management on the performance of community properties
 - Annual review and setting of fees and charges for the hiring of spaces (rooms, offices et al)
- Actively manage the contracted service providers that are in place to take bookings and other administrative matters on behalf of CN for community properties, including:
 - Keeping relevant contract agreements with the service providers up to date and relevant.

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- Actively managing the service providers performance to ensure they meet agreed service provision standards.
 - Ensuring that the level of service that the community experiences does not differ between the community buildings that are managed by CN and those managed by our contracted service providers.
 - Set and manage the relevant service budget – including debtors, invoicing and payments, fees and charges, and reconciling outstanding accounts for the community properties, and regular reporting to Supervisor / Manager on progress and performance.
 - Continuous improvement of all areas of service provision – with a focus on improving customer service, maximising utilisation of community buildings, minimising costs and ensuring that usage of community buildings is fair and transparent.
 - Conduct background and historical reviews of leases, property matters and correspondence within CN.
 - Prepare tender documents and expressions of interest in seeking professionals to deliver services to community & recreation facilities.
 - Assist other members of the Property Services team with their operational matters – including, but not limited to, the management of the CN's road leases and licences and regular and casual hire bookings.
 - Any other accountabilities or duties as reasonably directed by Coordinator / Manager which are within the employee's skill, competence and training.

Position Selection Criteria

Essential

1. A degree or professional qualifications in a relevant field including property management, real estate, related studies or law.
2. Minimum 5 years' experience in leasing or property management, including preparation and management of detailed inspection and condition reports.
3. Extensive experience in Local Government and / or community & public land administration.
4. Experience in the management of community and/or recreation leases, and maintaining lease/licence documentation.
5. Demonstrated skills in communicating and working effectively with community lessees.
6. Ability to brief internal Legal Officers to ensure lease & licence documentation is consistent with Legislation and CN's position.
7. Demonstrated knowledge of relevant property related legislation including the [Crown Land Management Act 2016](#) ~~Crown Lands Act 1989~~ (NSW) and the Local Government Act 1993 (NSW).
8. Experience in the marketing and promotion of community properties to potential user groups.

Desirable

1. Experience in preparation of Council papers for granting of leases under the Local Government Act 1993 (NSW).
2. Relevant bookings / event management / property management / administrative qualifications and/or experience.
3. Demonstrated ability to provide a high level of customer service skills to internal / external customers in relation to bookings.
4. Demonstrated contract management experience in the areas of contract design, negotiation, formation, management, monitoring and performance management.
5. Financial management experience, including budgeting and reporting.
6. Demonstrated understanding of the Roads Act 1993 as it relates to granting of consents, leases and licences.
7. Understanding of the broader issues of repairs, maintenance replacement and capital works.