



POSITION DESCRIPTION

Our Values:



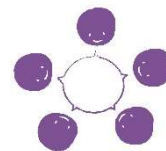
Respect



Strive



Passionate



Communicate

Position title:	Property Officer
Position code:	1019
Section:	COO – Shared Services, Chief Operating Office
Position reports to:	Property Services Manager
Band and Level:	Band 3 Level 1
Salary grade:	Grade 12
Staff management:	No
Budget responsibility:	No

Primary function of the role:

Reporting to Property Services Manager, the Property Officer is responsible for:-

- Administration of Council's land and property portfolio (including public land, crown land and roads) in line with best practice, corporate policies and procedures, directives and legislative requirements.
- The provision of property and tenancy management services associated with Lismore City Council's wide range of owned, managed and leased properties.
- Preparing and/or coordinating property dealings to be registered at the NSW Land Registry Service including, leases, easements, subdivisions, road closures, plans of acquisition and regulatory transactions.
- Delivery of high-quality technical advice in relation to public land management

As a Property Officer, you will be required to liaise, collaborate and build excellent working relationships with a diverse set of internal and external stakeholders.

This position is part of a multi-skilled team and is required to be flexible and agile. From time to time, this role may be required to support more than one department as the need arises and provide support across the organisation as directed.

Selection Criteria

Essential:

The right person for this role will:

- Have demonstrated relevant experience in the property management industry.
- Have proven ability to work autonomously with minimum direct supervision.
- Have a calm and conciliatory approach with the ability to negotiate and influence.
- Be a self-starter, motivated, proactive, observant and aware
- Be accepting of new ideas and embrace change
- Be outcome focused
- Be open minded in sharing information and knowledge freely
- Be flexible and agile to work across different business areas

- Have a drive for improvement
- Have personal integrity and take responsibility
- Have a genuine customer service focus
- Have excellent time management and organisational skills with the ability to prioritise and schedule work and meet deadlines
- Engage and consult by means of well-developed oral and written communication skills, with the capability to influence, listen to others, put forward ideas and encourage the views of others.
- Is committed to the implementation of continued improvement processes.
- Ensures all property dealings affecting council owned land are aligned to accountabilities and responsibilities.
- Embody Council's values

Desirable:

- Working knowledge of public land management principles and the following legislation:-
 - Local Government Act 1993
 - Roads Act 1993
 - Crown Land Management Act 2016
 - Land Acquisition (Just Terms Compensation) Act 1991
 - Native Title Act 1993
 - Aboriginal Land Rights Act 1983
 - Retail Leases Act 1994
 - Conveyancing Act 1919
 - Real Property Act 1900
- Demonstrated experience in negotiation, problem solving and conflict resolution.
- Resilience to handle difficult situations with a focus on collaborative problem solving.
- Has the ability to establish credibility and deliver high quality outcomes.
- Has the skills, capability and willingness to analyse problems and evaluate solutions with a focus on collaborative problem solving.

Qualifications, certificates and licences

Essential:

- A bachelor's degree or equivalent / relevant experience in a related discipline such as
 - Conveyancing / Law
 - Local Government Administration
 - Property Management / Development
 - Spatial Information Services
 - Surveying
 - Valuation
- Current Class C Drivers Licence.

Desirable:

- Native Title Manager Qualification under the Crown Lands Management Act 2016

Key Responsibilities & Performance Goals		Accountability
Job Specific	Process Road Closure Applications	<ul style="list-style-type: none"> • Process road closure applications ensuring compliance with the Roads Act 1993 and related legislation, regulation, policy/ and or council resolution • Determine road status through investigation of historical records and whether road is suitable for closure • Make recommendations to Council • Negotiate and document terms of agreement ensuring compliance with legislative provisions, council policy and/or resolution

	Process requests to authorise use and occupation of Council owned land	<ul style="list-style-type: none"> • Determine land status • Administer and coordinate land dealings in respect of owned land ensuring regulatory compliance with the Local Government Act 1993 the Roads Act 1993 and any other related legislation or regulation • Make recommendations to Council • Negotiate and document terms of agreement ensuring compliance with legislative provisions, council policy and/or resolution
	Process requests to authorise use and occupation of crown land managed by Council	<ul style="list-style-type: none"> • As above, additionally ensuring regulatory compliance with the following Acts and any other related legislation or regulation <ul style="list-style-type: none"> ○ Crown Land Management Act 2016 ○ Native Title Act 1994 ○ Aboriginal Land Rights Act 1983
	Respect and acknowledgement of Native Title interests	<ul style="list-style-type: none"> • Conduct searches, make enquiries and liaise with the Native Title Tribunal and review Native Title Tribunal Determinations, ILUA's, Federal Court decisions to determine the status of Crown land managed by Council. • Seek / provide Native Title Manager's advice when required under the Crown Land Management Act 2016 • Validate activities affecting crown land in accordance with the Future Acts Regime in Native Title Act 1993
	Have knowledge and understanding of the principles of real property and registered interests in real property	<ul style="list-style-type: none"> • Read and interpret real property plans • Identify and navigate interests registered on title to land (i.e. restrictions on use, easements, positive covenants, leases etc) • Coordinate registration/removal of interests affecting council owned land • Ability to navigate and interpret the following Acts any other related legislation or regulation <ul style="list-style-type: none"> ○ Conveyancing Act 1919 ○ Real Property Act 1900 ○ Retail Leases Act 1994
	Awareness of unregistered interests in property including licences, plans of management, native title and aboriginal land claims	<ul style="list-style-type: none"> • Undertake land status searches to identify and respond to unregistered interests • Follow legislated procedures where land is affected by unregistered interests
	Process and coordinate the land acquisition / disposal process in response to a customer request / identified public need	<ul style="list-style-type: none"> • Undertake land status search / due diligence enquiries and advise on process • Make recommendations to Council • Coordinate consultants as required • Negotiate and document terms of agreement ensuring compliance with legislative provisions, council policy and/or resolution • Administer compulsory acquisition process where agreement cannot be reached ensuring compliance with the Land Acquisitions (Just Terms Compensation) Act 1991 and related legislation or regulation
	Administration of property data within Council's management systems in response to registration of plan dealings at NSW LRS	<ul style="list-style-type: none"> • Allocate and amend street addressing in accordance with Geographical Names Board NSW Address policy and guidelines. • Read and interpret real property plans • Manage the initial creation and maintenance of property records • Process place naming, road naming/renaming and locality boundary

		adjustments in accordance with regulatory requirements.
	Provide support and advice in relation to the development of council owned land	<ul style="list-style-type: none"> • Identifying appropriate planning approval pathway • Coordinate consultants as required • Assist with preparation of documents and Council recommendations
Work Health and Safety	Manage and monitor work health and safety responsibilities, ensure compliance with the legislation and regulations that govern the operations and assist others in the team to implement the relevant policies, procedures and processes.	<ul style="list-style-type: none"> • Make safety an integral part of work, it is everyone's responsibility to implement the expected behaviours of our organisation
Best Practice and Benchmarking	Enhance Councils reputation	<ul style="list-style-type: none"> • Accept ownership to accomplish new and different requests • Explore opportunities to add value to the job • Assist to identify and implement business improvements
Governance, Risk and Compliance	Ensure risks are identified and managed	<ul style="list-style-type: none"> • Risks are identified on the corporate risk register with appropriate mitigation strategies. • Comply with Council's Procurement Guidelines and processes • Ensure integrity of data • Maintain currency of knowledge base of internal procedures/process and external legislation that influences business activities
Customer driven service delivery	Build and maintain relationships with key stakeholders and customers (internal and external) related to service delivery.	<ul style="list-style-type: none"> • Provide a high level of customer service to manage the expectations of internal and external customers in the resolution of their issues • Provide guidance, advice and coordinate requests for further information • Enhance your knowledge base • Provide accurate and relevant information and advice to internal and external customers
People	Promote team harmony	<ul style="list-style-type: none"> • Demonstrate accountable, affiliative and constructive behaviours in all interactions • Commitment to fostering and participating in a positive team environment • Be flexible and adaptable to the changing needs of the team • Participate and contribute to a positive team environment • Be available to relieve in other roles as required (e.g. in leave periods) • Demonstrate 'blue' behaviours aligned to the Leadership Style Inventory Tool.
Drive Innovation	Create a culture that inspires people to generate innovative solutions that optimise revenue to Lismore City Council.	<ul style="list-style-type: none"> • Initiate utilisation of technology to: <ul style="list-style-type: none"> ◦ Ensure single source of truth ◦ Maintain and update databases ◦ Scan, register and maintain records within Council's record management system ◦ Monitor TRIM and email task requests • Network with peers and other industries to continue to generate business improvements.
Communication and Consultation	High level of written, verbal and interpersonal communication skills that inspires confidence in your team and the audience	<ul style="list-style-type: none"> • Provide clear concise information. • Maintain high level skills in the operation of computer applications such as word processing, spreadsheets, databases.

	you are communicating with.	<ul style="list-style-type: none"> • Prepare detailed reports and correspondence/ business documents. • Support and provide advice for council's property team and Assets. • Process correspondence as required • Effective communication and ability to build strong relationships with a diverse group of stakeholders including; commercial tenants, community groups, real estate agents, solicitors, surveyors valuers and other contractors, government agencies, local authorities and internal staff
Business / Administration Support	High level business and administrative support to the team to ensure all necessary activities are completed with due diligence	<ul style="list-style-type: none"> • Assist with diary management, travel & expense reimbursements/ claims • Assist in supporting / or coordinate key community events, meetings and functions as required • Provide support to informal or formal meetings (including council meetings) or functions as required, preparing business papers / agendas, minute taking and attending to follow up tasks • Support major projects across the General Manager's Office as required • Other duties as required and within the employee's range of skills, competence, training and/or experience • Ensure all records are maintained within the Act.

Entry Level Requirements:

Experience, skills and knowledge

- Broad experience in support practices or administration of a property portfolio in a, public, large or diverse organisation or specialist skills and qualifications in a relevant field such as legal, conveyancing, surveying, valuation, compulsory acquisitions, property development etc.
- Demonstrated experience in conflict resolution and negotiations that require high level communication and planning to achieve successful outcomes.
- Demonstrated high level written and verbal communication skills; interpersonal skills and telephone manner, including the ability to effectively and efficiently communicate with a wide range of stakeholders, both internal and external
- Ability to handle challenges and utilise problem solving skills to be always solutions focused
- Demonstrated experience in working collaboratively with peers to ensure consistency in the achievement of organisation objectives (multi-skilling, information and resource sharing).
- Sound understanding and practical application of statutory requirements of various Acts, regulations and guidelines relevant to the position
- Knowledge of Crown Land management requirements
- Excellent time management and organisational skills with the ability to manage competing priorities and anticipate potential problems/ issues
- Highly developed information and data input skills
- Proven initiative and sound judgement in relation to determining the appropriate response to requests and issues as they arise
- Ability to understand and interpret a diverse range of activities
- Demonstrated ability to work both independently and in a team fostering an environment based on teamwork and cooperation
- Exercising diplomacy and confidentiality within a sensitive political environment.
- Ability to ensure that all corporate records are fully and accurately captured and maintained, to comply with legislative requirements and business needs.
- Demonstrated commitment to ethics, probity and transparency in decision making
- Thorough understanding of and commitment to equal employment opportunity and work health and safety principles.