



Position Description

Property Contracts Administration Officer

Division	Transport and Assets
Business Unit	Property
Grade	NB F
Job Code	JC00502

Council Overview

The Northern Beaches is truly unique. Our area stretches from Palm Beach in the north to Manly in the south and boasts 24 ocean beaches, over 80kms of coastline, 4 coastal lagoons, clean waterways, and beautiful wildlife. We recognise the traditional owners of our area and their continuing connection to waters and land, and we thank them for their protection of our coastline and its ecosystems.

We are home to nearly 270,000 residents and their vision for the Northern Beaches Council is a safe, diverse, inclusive, and connected community that lives in balance with our environment. We are committed to working with the community and other stakeholders in making this a reality.

As one of the largest employers on the Northern Beaches we are focused on building an engaged and productive workforce that partners with our community to protect, improve and create our future. The breadth of our service delivery is significant.

We are a modern, multi-award-winning council that strives for excellence in all we do including the provision of the highest levels of customer service. We are also the proud winner of the 2022 AR Bluett Award for the most progressive metropolitan council in NSW.

Northern Beaches Council is committed to safeguarding children and young people. Council acknowledges that protecting the safety of children and young people is a whole community responsibility and is everyone's business.

Council Values

Our Council Vision is 'Delivering the highest quality service, valued and trusted by our community'.

Our Values of **Trust, Respect, Integrity, Teamwork, Service and Leadership** provide the foundation for delivering the Vision and drives everything we do and the decisions we make.

Division

Transport and Assets

The Transport and Assets Division is responsible for a range of functions which support the whole of Council to deliver high quality services to our Northern Beaches bush land, rural and coastal community. The Division comprises these business units - Transport and Civil Infrastructure, Property, Buildings and Beach Services, Asset Strategy and Planning and Capital Works.

Business Unit Property

The Property, Buildings and Beach Services Business Unit oversees the comprehensive management of Northern Beaches Council's extensive portfolio property, comprising over 540 buildings, as well as the delivery of lifeguarding and beach safety services for Council's beautiful coastline. The properties encompass a diverse range of facilities, including community centres, administration buildings, restaurants and cafes, childcare centres, libraries, sports facilities, cemeteries, and public toilets. The delivery of services under this business unit include:

- Building Assets
- Facilities Management
- Property Management & Commercial
- Beach Services

Primary Purpose of the Position

Reporting to the Manager of Facilities Management & Services, this role is to provide contract administration and organisational support to the Facilities Management and Services team.

Key Accountabilities

- Contract administration and support for various ongoing service contracts, e.g. Fire services, HVAC, Lifts, Electrical Services, Pest Control, Cleaning etc.
- Assist with preparation of formal and informal tender documentation for procurement of services in accordance with Council's procurement guidelines.
- Assist Facilities Officers with management of contract claims and variations.
- Manage issue and receipt of keys using key management system.
- Administration of the Building Access system.
- Providing helpdesk service for facilities and responding to customer requests and enquiries.
- Liaising with Customers and service providers.
- Assist the team generally with administration requirements.
- Prepare/run periodic reports to assist with management of services, service history, expenditure and team performance.
- Prepare monthly financial journals.

Key Challenges

- Managing the expectations of customers seeking immediate responses to complex requests.
- Keeping up to date with procurement policy, processes and legislation and building knowledge of the business and supplier markets.
- Prioritising tasks and conflicting demands in a high-volume work environment; working with minimal supervision and responding constructively and quickly to frequent changes of priority.

Key Internal Relationships

Who	Why
Manager, Facilities Management & Services	• Provides strategic direction and instruction on projects, • Escalate issues, and for matters pertaining to ongoing performance.

Key External Relationships

Who	Why
Stakeholders and community groups	• Manage expectations. • Provide information and written and verbal responses to enquiries
Contractors / Consultants	• Relationships/operations/contract management. • Provision of contract management.

Key Role Dimensions

Decision Making

- This role operates autonomously to manage their day-to-day activities in line with priorities agreed with the Manager Facilities Management & Services and in line with Council delegations.

Reports to

- Manager, Facilities Management & Services

Direct Reports

- There are no positions reporting directly to the role.

Budget

- The position has no delegated financial sign off authority.

Essential Criteria

- Proven experience in providing administration and work allocation services within a similar business environment.
- Sound knowledge and understanding of good contract management & procurement practice.
- Proven experience in customer facing environment.
- Demonstrated intermediate computer skills and experience, including the use of Microsoft Suite and the ability to learn new computer software packages.

Key Capabilities

The Local Government Capability Framework describes the core knowledge, skills and abilities expressed as behaviours, which set out clear expectations about performance in local government: “how we do things around here.”

Below is the full list of capabilities and the level required for this position. The capabilities in bold are the focus capabilities for this position. Refer to the next section for further information about the focus capabilities.

Local Government Capability Framework			
Capability Group	Capability Name	Level	Focus Capabilities
 Personal Attributes	Manage Self	Intermediate	Demonstrate Accountability
	Display Resilience and Adaptability	Intermediate	
	Act with Integrity	Intermediate	
	Demonstrate Accountability	Intermediate	
 Relationships	Communicate and Engage	Intermediate	Community and Customer Focus
	Community and Customer Focus	Intermediate	
	Work Collaboratively	Foundational	
	Influence and Negotiate	Foundational	
 Results	Plan and Prioritise	Foundational	Plan and Prioritise
	Think and Solve Problems	Foundational	
	Create and Innovate	Foundational	
	Deliver Results	Foundational	
 Resources	Finance	Foundational	Technology and Information
	Assets and Tools	Foundational	
	Technology and Information	Intermediate	
	Procurements and Contracts	Foundational	

Focus capabilities

The focus capabilities for the position are those judged to be most important at the time of recruiting to the position. That is, the ones that must be met at least at satisfactory level for a candidate to be suitable for appointment.

Local Government Capability Framework

Group and Capability	Level	Behavioural Indicators
Personal Attributes Demonstrate Accountability	Intermediate	Follows through reliably and openly takes responsibility for own actions Understands delegations and acts within authority level Is vigilant about the use of safe work practices by self and others Is alert to risks in the workplace and raises them to the appropriate level
Relationships Community and Customer Focus	Intermediate	Identifies and responds quickly to customer needs Demonstrates a thorough knowledge of services provided Puts the customer and community at the heart of work activities Takes responsibility for resolving customer issues and needs
Results Plan and Prioritise	Foundational	Understands team objectives and own contribution Plans and organises own work tasks Asks when unsure about the relative priority of allocated tasks Manages time appropriately and re-prioritises as required Identifies and informs supervisor of issues that may impact on completion of tasks
Resources Technology and Information	Intermediate	Shows confidence in using core office software and other computer applications Makes effective use of records, information and knowledge management systems Supports the introduction of new technologies to improve efficiency and effectiveness