



## Position Description

### Property Officer

|               |                      |
|---------------|----------------------|
| Division      | Transport and Assets |
| Business Unit | Property             |
| Grade         | NB H                 |
| Job Code      | JC00521              |

### 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 Bluet 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, Buildings & Beach Services**

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, Commercial & Tourists Assets
- Beach Services

### **Primary Purpose of the Position**

Reporting to the Team Leader Property, the role of Property Officer is to provide specialised professional support to the Property team by delivering expert property services to Council and the community. The role is responsible for managing Council's property portfolio, coordinating property projects, and administering leases and licences to optimise financial returns. This includes ensuring compliance with statutory and legal obligations, maintaining accurate property records, and delivering high-quality customer service and property advice to internal and external stakeholders.

### **Key Accountabilities**

- Contribute to and support the daily operations of the Property team to ensure a flexible and responsive service.
- Administer and effectively manage leases and licences for a diverse range of property assets including, but not limited to, tourist holiday parks, community facilities, commercial and residential properties, by coordinating renewals, rent reviews, and compliance checks, ensuring effective utilisation and stakeholder satisfaction.
- Administration of a property portfolio including property management and land dealings.
- Contribute to the delivery of property-related projects by, preparing reports, facilitating public consultation, and engaging stakeholders, ensuring informed decision-making and successful outcomes.
- Maintain and enhance property management databases by accurately updating records and resolving issues promptly, supporting informed decision-making and operational efficiency.
- Provide effective and timely responses to requests for service in relation to Council's property portfolio, in addition to other administrative and special project functions as required ensuring a high level of customer service.
- Provide expert property advice to stakeholders by interpreting legislation, policy, lease terms and Council policies, supporting compliance with statutory obligations and Councils strategic objectives.

### **Key Challenges**

- Adopting a commercial property approach and maximising value, balanced against achieving service delivery and policy outcomes.
- Managing the expectations of customers seeking immediate responses to complex requests.

- 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 Property Commercial & Tourist Assets | <ul style="list-style-type: none"> <li>• Provide strategic direction and instruction/oversight on projects.</li> <li>• Escalate complex issues, and for matters pertaining to ongoing performance.</li> </ul>                                                                           |
| Team Leader & Property team members          | <ul style="list-style-type: none"> <li>• Receive direction, support, and mentoring on operational tasks and projects.</li> <li>• Work collaboratively to ensure the effective performance of the division and organisation, information sharing, and continuous improvement.</li> </ul> |
| Corporate and Legal                          | <ul style="list-style-type: none"> <li>• Obtain expert advice on leasing, licensing, strata, land acquisition, and disposal matters.</li> <li>• Ensure legal compliance and manage risk in property dealings.</li> </ul>                                                                |

## Key External Relationships

| Who                       | Why                                                                                                                                                                                                                               |
|---------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Customers / Stakeholders  | <ul style="list-style-type: none"> <li>• Provide property-related advice, respond to enquiries, and manage expectations.</li> <li>• Support contract management and facilitate effective engagement as required.</li> </ul>       |
| Contractors / Consultants | <ul style="list-style-type: none"> <li>• Manage relationships and oversee contract operations to ensure service delivery.</li> <li>• Monitor performance and ensure compliance with agreed terms and Council policies.</li> </ul> |

## Key Role Dimensions

### Decision Making

This role operates autonomously to manage their day-to-day activities in line with priorities agreed with the Team Leader Property and in line with Council delegations.

### Reports to

- Team Leader Property, Commercial and Tourist Assets.

### Direct Reports

- There are no positions reporting directly to the role.

## Budget

- Expenditure in accordance with Council's delegations.

## Essential Criteria

- Relevant property-related qualifications and / or demonstrated relevant experience in property.
- Class C Drivers Licence.

## 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                  |
| <br>Personal Attributes | Manage Self                         | Intermediate | <b>Demonstrate Accountability</b>   |
|                                                                                                            | Display Resilience and Adaptability | Intermediate |                                     |
|                                                                                                            | Act with Integrity                  | Intermediate |                                     |
|                                                                                                            | Demonstrate Accountability          | Intermediate |                                     |
| <br>Relationships       | Communicate and Engage              | Intermediate | <b>Community and Customer Focus</b> |
|                                                                                                            | Community and Customer Focus        | Intermediate |                                     |
|                                                                                                            | Work Collaboratively                | Foundational |                                     |
|                                                                                                            | Influence and Negotiate             | Intermediate |                                     |
| <br>Results             | Plan and Prioritise                 | Foundational | <b>Plan and Prioritise</b>          |
|                                                                                                            | Think and Solve Problems            | Foundational |                                     |
|                                                                                                            | Create and Innovate                 | Foundational |                                     |
|                                                                                                            | Deliver Results                     | Foundational |                                     |
| <br>Resources           | Finance                             | Foundational | <b>Technology and Information</b>   |
|                                                                                                            | Assets and Tools                    | Foundational |                                     |
|                                                                                                            | Technology and Information          | Intermediate |                                     |
|                                                                                                            | Procurements and Contracts          | Intermediate |                                     |

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