

Join the team!

CANDIDATE INFORMATION KIT

HOUSING OFFICER

FULL-TIME POSITION

Job Reference: CSC203



Applications close Thursday 1 October 2026

Don't miss your chance to apply!

Cook Shire Council reserves the right to close applications prior to the advertised closing date if a suitable candidate is identified.



If you're looking for a role that combines people, property, administration & community impact! We'd love to hear from you!

Thank you for your interest in applying for the Housing Officer role with Cook Shire Council.

This is an exciting opportunity to take responsibility for Council's housing portfolio, supporting both staff housing and senior housing while helping ensure properties are well managed, tenants are supported, and housing allocations are fair, transparent and compliant.

About Cooktown and the Cook Shire

Based at Council's Main Administration Office in Cooktown, this role plays an important part in managing Council-owned and leased properties across the Shire. — Queensland's largest local government area by land size. Cooktown is a historic and welcoming town at the heart of the Shire, offering a relaxed tropical lifestyle, strong community spirit and easy access to some of Far North Queensland's most spectacular natural surroundings.

About the Role

You'll coordinate housing allocations, manage tenancy and rental arrangements, maintain accurate records, coordinate property inspections and work closely with tenants, Council teams and external organisations, Support a new housing allocation and responding to tenant enquiries, through coordinating property maintenance and preparing reports for management.

You'll also have the opportunity to contribute to the ongoing improvement of Council's housing processes, policies and procedures.

About Cook Shire Council

Cook Shire Council is a progressive and forward-thinking organisation with a rich blend of culture and community connections and collaboration. Our Council brings tremendous positive opportunities and provides for a bright, healthy and sustainable future for our Shire, its residents and communities.

We have compiled this Candidate Information Kit to provide an overview of Cook Shire Council and the advertised position, to assist you in preparing your application.

The kit contains the following information:

- Application Guide
- Position Details
- Information about Cook Shire

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HOW TO APPLY

Prepare a letter and up to date resume/curriculum vitae. Tell us why you would like to be considered for this role and send it to us!

It would be appreciated if you answer these questions in your application to us:

- ✓ Why does this particular role interest you?
- ✓ What skills do you have that would make you a suitable candidate?
- ✓ What values would you bring with you into the workplace?
- ✓ Include two employment-related referees.

Send your application:

In person: Administration building, 10 Furneaux Street, Cooktown Qld 4895

Email: work@cook.qld.gov.au

Online: www.cook.qld.gov.au/work

PRE EMPLOYMENT MEDICAL EXAMINATION

If you are successful, a pre-employment medical examination will be required. Drug screening will be part of the medical examination. Positive result of any prohibited drugs may result in withdrawal of offer of employment.

SUMMARY & CONDITIONS OF EMPLOYMENT

JOB REFERENCE: CSC203	
Position:	Housing Officer
Location:	Council's Main Administration Office – 10 Furneaux Street, Cooktown
Tenure:	Full time, permanent position
Remuneration:	Queensland Local Government Industry (Stream A: Division 2, Section 1) Award – State 2017 – Level 4 \$89,306 per annum + relevant allowances
Leave Entitlements:	5 weeks annual leave 15 days personal leave
Superannuation:	12% Superannuation contributions

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POSITION DESCRIPTION

Position Title	Housing Officer
Division	Growth and Liveability
Location	Cooktown Council's Main Administration Office – 10 Furneaux Street)
Award/Classification	Queensland Local Government Industry (Stream A: Division 2, Section 1) Award – State 2017 – Level 4

1 POSITION OBJECTIVES

The Housing Officer is responsible for managing Council's housing portfolio, covering both staff housing and senior housing. The role ensures transparent, equitable and compliant handling of housing assets, tenancies and allocation processes, in line with Council's policies, procedures and legislative obligations.

2 POSITION DUTIES AND RESPONSIBILITIES

Duties and responsibilities include but are not limited to:

Staff Housing Management

- Manage Council-owned and leased staff housing, including lease administration and rent management in accordance with the *Residential Tenancies and Rooming Accommodation Act 2008* (Qld), and maintain an up-to-date staff housing register.
- Coordinate housing allocations in line with operational priorities, providing recommendations to the Property and Development Compliance Coordinator (PDCC) on new housing needs, acquisitions and suitability assessments.

Senior Housing Management

- Manage applications, eligibility assessments and allocations for senior housing units under Council's Senior Housing Procedure, including advertising vacancies and keeping accurate records of applications and decisions.
- Administer senior housing rental agreements in accordance with the *Residential Tenancies and Rooming Accommodation Act 2008* (Qld), including annual rent reviews, liaise with tenants, families and relevant organisations (e.g. Services Australia, RSL, DCHDE).

Property Maintenance and Compliance

- Coordinate property inspections (entry, exits, and routine) with tenants.
- Liaise with Council's Building and Facilities team on maintenance, repairs and safety compliance for Council owned properties and to inform for budget forecasting regarding maintenance and asset conditions.

Administration, Records and Reporting

- Maintain all housing-related documentation in Council's electronic records management system, ensuring leases, bonds and rent deductions meet legislative and procedural requirements.

Prepare periodic reports on housing allocations, occupancy and condition for the PDCC and Executive Leadership Team (ELT), and review housing policies and procedures as needed.

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- Collect, handle, store and disclose personal information of applicants and tenants in accordance with the *Information Privacy Act 2009* (Qld) and Council's Information Privacy and Confidential Information policies.
- Perform other duties as required, commensurate with classification level and as reasonably directed.

3 POSITION REQUIREMENTS

3.1 Qualifications, Experience, Skills and Knowledge

Essential

- Strong administrative and organisational skills, with attention to detail and accuracy.
- Demonstrated ability to quickly acquire and apply working knowledge of relevant legislation, policy and procedures.
- Excellent communication and interpersonal skills, with the ability to engage respectfully with tenants, staff and external stakeholders.
- Demonstrated ability to manage sensitive and confidential information.
- Competence in Microsoft Office applications and records management systems.
- Current Qld Class 'C' Driver's Licence.
- Strong attention to detail to ensure high compliance standards.
- Advanced analytical and problem-solving skills.
- Excellent time management, planning and organisational abilities.
- Ability to contribute to a culture of continuous improvement.

Desirable

- Experience in property management, tenancy coordination or community housing administration.
- Working knowledge of the Residential Tenancies and Rooming Accommodation Act 2008 (Qld).
- Local Government experience or understanding of Council processes.
- Experience working in a community housing, residential or customer service environment, with the ability to respond appropriately to the needs of diverse tenants.
- Experience in inspection and maintenance coordination of residential properties.

Council is willing to support and train a suitable candidate who demonstrates the right attitude, aptitude and transferable skills, even where they do not fully meet the above criteria.

3.2 Interpersonal Skills

- Developed verbal and written communication skills with a high level of attention to detail and accuracy.
- Ability to maintain a high level of customer service satisfaction and quality of service to internal and external customers.
- Ability to work both independently with minimal supervision and within a team.
- Demonstrates initiative and a proactive and self-motivated approach.

3.3 Training

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- Training will be provided as required.
- The incumbent may be required as part of this position to attend professional development opportunities.

3.4 Workplace Standards

- Compliance with Council's Code of Conduct, Corporate Policies and Procedures and relevant legislation.
- Embody and promote Council's mission and values, contributing to a positive and inclusive workplace culture.
- Promote and maintain a professional image, demonstrating respect, integrity and ethical behaviour in all Council duties and activities.
- Adopt a pro-active approach to all duties and use initiative within the scope of responsibility.
- Contribute toward the overall efficient and effective operations of Council.

3.8 Workplace Health and Safety

- Compliance with Council's Workplace Health and Safety Management Systems and *Work Health and Safety Act 2011* (Qld).
- Compliance with all documented WHS policies, procedures and reasonable instructions issued by Council and its officers.
- Adopt a "safety first / risk adverse" mindset to ensure the well-being of yourself and others.
- Identify hazards, conduct risk assessments and take corrective action to eliminate hazards in the workplace, and/or report hazards and risks in accordance with WHS procedures.
- Report workplace incidents, including, but not limited to injuries, property damage and near misses and, if requested, actively participate in WHS investigations within the workplace.
- Actively participate in training provided by Council in relation to WHS management principles and practices appropriate to your role and responsibilities within the Council.

4 ORGANISATIONAL AND REPORTING RELATIONSHIPS

- Reports to Council's Property and Development Compliance Coordinator.
- Liaises with Council officers, tenants and external agencies.

INFORMATION ABOUT COOK SHIRE

Cook Shire is the largest land area Shire in Queensland covering 106,000km² and encompassing some 80% of the Cape York Peninsula region of Far North Queensland. The Shire also shares boundaries with a number of Aboriginal Shire Councils as well as Mareeba, Douglas and Carpentaria Shires. Our population is around 5,000 shire-wide.

Our natural environments across the Shire are as diverse as they are spectacular, including rainforest, savannah country, agricultural and pastoral land, tropical islands and a number of towns. Cooktown is our largest town and is home to the Council administration office and works depot. Other townships and localities include Marton, Lakeland, Laura, Coen, Ayton, Rossville, Helenvale and Portland Roads.

Cook Shire is a developing local government area with a steady increase in population, particularly in Cooktown. The Endeavour Valley and Lakeland are the centres of horticulture whilst other areas

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support the cattle industry. Cooktown has a thriving recreational and commercial fishing industry, which includes live coral trout and crayfish, prawns and other fisheries.

One of Australia's most historically significant townships, Cooktown is the location where Captain James Cook spent almost seven weeks repairing his vessel, the HM Bark Endeavour. Some of the most extraordinary discoveries and interactions with local Aboriginal people occurred here in 1770.

Weather

Cook Shire enjoys a mild tropical climate all year round with the annual wet season generally running from January to March. This is when the environment comes to life and a great time to get out and about. April to December brings a drier period with cooler weather and temperatures averaging around 27 degrees Celsius. In summer Cooktown is usually about 5 degrees cooler than Cairns.

Cooktown Services

Supermarket	Bakery	Airport
Petrol stations	Speciality stores	Coffee shops and cafes
RSL and Bowling Clubs	Pubs and bottle-shops	Medical centre
Schools (public and private)	Restaurants	Events Centre
Pharmacy	Hospital	Newsagent
Public swimming pool	Visitor Information Centre	Golf Club

Getting here

FLY	45 minute flight to Cooktown from Cairns
DRIVE	3 hour drive on inland sealed road from Cairns to Lakeland 1 hour drive on inland sealed road from Lakeland to Cooktown
CRUISE	Sail or cruise from Cairns to Cooktown via private vessel, cruise ship or tour boat

Information

For further information about our Council and Shire please visit Council's website www.cook.qld.gov.au.

Privacy

Cook Shire Council is committed to helping you protect your privacy. The information provided by you and information retrieved from databases held by Cook Shire and displayed to you online is intended for the sole use of the authenticated user for the purpose of enhancing customer interactions with Cook Shire Council.

By submitting your application to Council, you agree that we may use your personal information for the purpose of processing your application. If you are shortlisted for interview and we perform a reference check, third parties may be contacted to obtain more information about you.

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