

Job Description Details

Job Title	Property & Assets Administration Assistant
Department/Division	Property and Procurement, Business Services
Reports to	Property Management Officer
Direct Reports	Nil
Agreement	Brightwater Care Group Health Services Union of WA Enterprise Agreement

Brightwater Mission

Pursuing the Dignity of Independence

For Brightwater, no one is beyond care. Here, we value the potential that lives inside each and every one of us, no matter what that looks like. Our amazing ability to strive towards our best self every day, to keep learning and to keep growing. This drives all that we do. Sure, it's not always easy, but this journey that we're on together comes with its own reward. This pursuit of independence brings with it the dignity of control over our own lives. And everyone deserves the right to pursue that.

Commitment to Mission and the Brightwater Spirit

Embrace and apply the Brightwater Spirit – our values and behaviours – in all interactions with staff and customers. Our commitment to the Brightwater Spirit enables us to achieve our Mission, *Pursuing the Dignity of Independence*.

- Caring** We care for and about each other. We work together to provide inclusive and relevant services in ways that meet the needs and goals of our clients.
- Authentic** We are open and genuine, enabling us to build meaningful relationships with our clients and each other.
- Progressive** We are inspired to continuously improve ourselves and our services for the benefit of our clients.
- Courageous** We find strength in order to make a difference.

Diversity and Inclusion Statement

At Brightwater, we welcome people with the full diversity of life experiences, thoughts and beliefs. We foster a culture of inclusion, collaboration and innovation where our clients and staff can flourish.

Position Purpose

The role of the Property & Assets Officer, Property Services is to provide comprehensive administration support, and coordination of services relating to asset and property services across the organisation.

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Property & Assets Administration Assistant	1	12/09/2024	Manager Property and Procurement	Manager People and Culture Operations	
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Key Duties/Accountabilities

1. Provide general administrative support, including, but not limited to: word processing, incoming and outgoing mail management, telephone and general enquiries, maintenance of electronic filing systems, and management of the central maintenance email inbox.
2. Coordinate the activities of the central maintenance helpdesk, ensuring operational maintenance requests are managed efficiently and effectively. This includes communicating with Maintenance Coordinators, site administration and external trades, to ensure maintenance activities are completed in line with expectations and operational requirements.
3. Provide training and application support to end users of software applications related to services provided..
4. Assist with coordination and scheduling of responsive and planned maintenance activities through the electronic works management system (Pulse).
5. Process invoices via the electronic finance system (Concur).
6. Maintain and operate the electronic security and access control system (TecomC4).
7. Maintain and operate spatial software (SiSFM), ensuring site plans and property information are regularly reviewed and updated for currency.
8. Provide a high level of customer service to internal customers.
9. Liaise and maintain good working relationships with external contractors and trades to achieve timely response to maintenance work orders.
10. On-board new contractors, ensuring they understand and accept the terms and conditions of their contract with Brightwater and complete any training or induction that may be required before commencement.
11. Other duties as required within skills and /or experience capabilities.

Key Working Relationships

1. Property and Assets Team.
2. Service Managers and site administration staff.
3. External contractors and suppliers.
4. Corporate office staff.
5. Work Health and Safety Team.

Professional Development

1. Accept responsibility for updating/developing own knowledge/skills in relation to professional practice.
2. Actively participate in opportunities for performance feedback with a growth mindset, including reviews and check-ins; reflect on own performance and set goals.
3. Complete essential training courses within the required timeframes and embed learning outcomes to continuously improve skills and work performance.
4. Attend and contribute to staff meetings/discussions and collaborate with team members to improve outcomes.

Safety and Health

1. Actively promote a positive safety and health culture by caring for self and others, demonstrating attention to physical, mental, emotional, cultural, and psychological safety.
2. Take proactive and responsible actions to avoid, eliminate or minimize hazards.
3. Accept responsibility for understanding and recognising the risks and hazards associated with work duties.
4. Report all incidents, hazards, and injuries immediately.
5. Use equipment, such as personal protective and manual tasks equipment, as trained and required.
6. Adhere to infection control principles and practices.

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NDIS Risk Assessment

This position is not considered to be a risk assessed role and therefore does not require the person to hold an NDIS Worker Screening Check.

Other Information

Nil

Selection Criteria – Qualifications, Skills, Knowledge, Experience

1. Strong written, verbal and interpersonal communication skills, and the ability to liaise, consult and collaborate with internal and external stakeholders to build successful relationships.
2. Strong database entry and software management skills with sound working knowledge of Microsoft Office applications (including Outlook, Teams, Excel, Word).
3. Demonstrated ability to organise and prioritise tasks, work effectively under pressure, problem solve and meet deadlines.
4. Relevant experience in an office administration/customer service position or
5. Sound knowledge of customer service concepts and strategies as they apply to help desk functions.
6. Comprehension of administrative procedures and systems.
7. Basic knowledge of accounting processes related to invoice entry and processing.
8. Experience in or knowledge of property maintenance administration or help desk experience in a large, complex organisation (desirable).
9. Satisfactory National Police Certificate (obtained within the last 12 months).

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