**JOB DESCRIPTION**

Property Officer

# **ABOUT UNITING**

**Our purpose:** To inspire people, enliven communities and confront injustice.

**Our values:** As an organisation we are **Imaginative, Respectful, Compassionate** and **Bold**.

At Uniting NSW.ACT is responsible for the social justice, community services and chaplaincy work of the Uniting Church in NSW and the ACT.

We provide care and support for people through all ages and stages of life, with a focus on people experiencing disadvantage and vulnerability. Our purpose is to inspire people, enliven communities and confront injustice.

We value diversity and always welcome everyone exactly as they are. We are **one of Australia’s largest and most trusted Service Providers** for **Children, Youth and Family programs** which is made up of a team of **diverse, purpose-led people** who really are making a difference to the world around them.

Our Uniting Recovery program is a lead provider for many community service programs across Sydney which support people to lead fulfilling and independent lives through the delivery of services, education and training which are person-centred and recovery focused.

# **ABOUT THE ROLE**

**Role Purpose**

This Property Officer is responsible for the administration of property management functions for the Commercial Asset portfolio. This role is focussed on supporting internal stakeholders and external suppliers to effectively and efficiently provide and manage safe, secure and quality services.

# ROLE KEY ACCOUNTABILITIES

**Financial management:**

* Ensure that all activities and operations within the scope of responsibility are performed in accordance with the allocated budget and policy guidelines.
* Review and code property related invoices for all commercial properties in preparation for authorisation as per the Delegations schedule, not limited to external Facility Management Service Provider, out-of-scope property service providers and utilities.
* Administer the financial allocation of landline service costs.
* Report on opportunities for cost optimization or instances where existing supply arrangements aren’t being maximised.

**Operational Processes**

* Assist the Commercial Asset Manager with ongoing management of the external Facility Management Service Provider through:
  + Scheduling and taking minutes for regular contract meetings
  + Being the first point of escalation for key stakeholders
  + Allocating consolidated invoices to Program facility codes
* Facilitate the approval and signing of all property leases, licences, contracts of sale and memorandums of understanding.
* Develop a thorough knowledge of the Property Strategic plan.
* Participate and comply with all with all quality management systems and processes.
* Coordinate budgeted routine repairs and maintenance in liaison with the external service provider, including coordinating the works of contractors, checking agreed works have been completed satisfactorily, resolving any unsatisfactory or incomplete works and tracking changes against budget.
* Facilitate the approval of reactive unbudgeted maintenance.
* Proactively liaise with key stakeholders to ensure issues are resolved in a timely and cost-efficient manner.
* Coordinate cleaning of facilities and grounds maintenance, including regularly monitoring of contractor performance to meet contract specifications.
* Ensure property safety information is available and current.
* Contribute to effective and continuous improvement of emergency control by performing regular emergency drills and managing identified corrective actions.
* Contribute to the development of effective policies and procedures related to facilities.
* Administer allocation of security access keys, ensuring the information on Security Insight Database is correct.
* Regular inspection of properties to ensure the property’s services are effectively maintained.

**Leasehold Property Administration**

* Undertake market searches for available residential leased stock
* Coordinate inspections and finalise lease documentation in conjunction with the leasing manager.
* Coordinate the onboarding of the leased premises onto the Uniting Property System.
* Undertake property related administrative functions for new and renewed leases/ memorandums of understanding in a timely manner to ensure contractual obligations are met.
* Update intranet content relating to Property.
* Manage and update all property databases as required.
* Administer the collection of data for the sustainable management of recycling, power and waste in line with the Resource Efficiency module of the Environmental Sustainability Working group.
* Complete any administrative tasks that may be required from the Commercial Asset Manager from time to time on a priority basis.

**Client Management**

* Be the first point of escalation for stakeholders for all property functions within commercial asset, not limited to property financials, lease management, security, cleaning, and WHS.
* Proactively and regularly liaise with key stakeholders to ensure issues are resolved in a timely and cost-effective manner, as well as to the satisfaction of key stakeholders.
* Ensure the engagement with external parties enhances Uniting’s reputation and growth.

# ABOUT YOU IN THE ROLE

As a staff member of Uniting you will celebrate diversity and welcome all people regardless of lifestyle choices, ethnicity, faith, sexual orientation or gender identity.

**Your directorate:**  Property & Housing/ Asset Management

**You’ll report to:** Commercial Asset Manager

# YOUR KEY CAPABILITIES

**Individual leadership**

* **Improving performance -** Works with others and offers suggestions to find ways of doing the job more effectively.
* **Owning the job -** Takes ownership for all responsibilities and honours commitments within their own role and strives to achieve goals with a "can-do" attitude to levels of excellence.
* **Perseverance** - Remains committed to completing the job in the face of obstacles and barriers.
* **Timeliness of work -** Sets achievable timeframes and works to complete projects, tasks and duties on time.

**Business Acumen**

* **Organisational Operation -** Displays awareness of Uniting’s business objectives and understands how personal objectives relate to those objectives.
* **Organisational Objectives -** Has broad awareness of Uniting’s vision and values and how they apply to issues in the team.
* **Develops and Grows the Business –** Understands team and organisational goals and works collaboratively with Team Members to achieve organisational goals**.**
* **Makes Sound Decisions –** Analyses problems, seeks input from relevant people and then takes appropriate action to implement the most effective solution in a timely manner.

# QUALIFICATIONS & EXPERIENCE

**Qualifications:**

* Qualifications in Property services or a related field and/or demonstrated previous experience in a similar role.

**Experience:**

* Previous experience in a senior administrative/coordinator role.
* Demonstrated knowledge and experience in dealing with facility management and property management issues.
* Excellent organisational skills and ability to work independently, use initiative and prioritise
* Excellent written and communication skills
* A demonstrated ability to provide a high level of customer service
* Demonstrated knowledge of project management principles and proven project management/ coordination skills.
* Experience with a property management system or recording system
* Sound experience with computer applications including Microsoft Office and client information databasesStrong commercial and business acumen.
* Relationship management with key stakeholders.
* Knowledge and commitment to work, health and safety requirements
* A demonstrated passion and interest in social change
* A valid New South Wales drivers licence is required.

|  |  |  |  |
| --- | --- | --- | --- |
| **Employee Name:** | Insert employee name | **Manager’s Name:**  **Title** | Insert manager’s name  Insert manager’s title |
| **Date:** | Insert date | **Date:** | Insert date |
| **Signature:** |  | **Signature:** |  |