Department of Natural Resources and Environment Tasmania

|  |  |
| --- | --- |
| **Position title** | Property Officer (Stakeholder and Contractor Management) |
| Position number | 709849 |
| Division/Business Unit/Branch | Parks and Wildlife Service / Operations / Property Services |
| Award/Agreement | Tasmanian State Service Award |
| Classification | General Stream, Band 4 |
| Position Status | Fixed Term |
| Full Time Equivalent (FTE) | 1.0 FTE (minimum 0.80 FTE, by negotiation) |
| Ordinary hours per week | 36.75 hours (minimum 29.40 hours, by negotiation) |
| Location | Ulverstone, Prospect or Hobart |
| Reports to | Manager (Property Services) |

**Statement of Duties**

**Position Purpose**

The purpose of the role is to facilitate the management, use and development of Crown land (including Reserved land) and assets by the public and private sector through the evaluation, implementing and undertaking of processes and procedures for administering applications.

The role will be responsible for stakeholder and contractor management.

**Major Duties**

* Provide high level customer service including responding to enquiries from members of the public, prospective applicants, and existing clients.
* Investigate and implement processes for the management of expired agreements and provision of rent reviews, breaches of agreement and bond/bank guarantees; including stakeholder engagement and documentation to action.
* Undertake research, analysis, investigation and evaluation across a broad range of land and property management issues and follow through to act on decisions (as directed), in accordance with relevant legislative provisions and Government and Departmental policy.
* Liaise with local and other government agencies assisting in negotiating or resolving conflicting stakeholder issues. Communicate and work with stakeholders, neighbours and community groups to achieve acceptable resolution to various local land management issues.
* Prepare documentation including, but not limited to, procedural documentation for debt management and recovery, stakeholder and contract management, Crown law instructions and lease and licence agreements.
* Provide accurate advice and information on a diverse range of issues to senior managers.
* Participate in the creation and maintenance of a positive, fair and safe working environment that embraces change and flexibility in process and service delivery.

**Responsibility, Decision Making and Direction**

The occupant of the position is responsible for:

* ensuring guidelines, systems and processes are applied appropriately to integrate related activities to meet specified objectives;
* providing options and recommendations to resolve complex operational issues and/or improve operational effectiveness;
* ensuring advice, recommendations and decisions support specified service delivery and program outcomes; and
* ensuring a safe working environment by complying with relevant Work Health and Safety (WHS) legislation, codes of practice and policies, procedures and guidelines issued under the Department’s WHS Management System.

The decision making and direction received in relation to the role are that:

* general direction is provided to achieve the required outcomes as operational guidelines, systems and processes are well understood. Policies, rules, and regulations provide a framework for decision-making in undertaking and integrating the relevant activities of the work area; and
* the occupant is expected to exercise judgement and initiative in setting priorities in relation to the political, social, and economic context of the issue or application and in selecting the most appropriate methods in addressing the issue or application within the established framework for decision-making.

**Knowledge, Skills and Experience (Selection Criteria)**

1. Well-developed knowledge and expertise in customer service and client management.
2. Investigate and assess the contractual administration of Crown land applications, including the ability to understand and exercise judgement in the application of legislation, policies and rules to resolve complex issues.
3. The ability to guide and mentor less experienced staff and to make decisions on operational performance including the ability to identify opportunities to improve processes and the client experience.
4. Highly developed communication and interpersonal skills including liaison, negotiation and conflict resolution skills, including the ability to prepare written material that is clear, accurate and concise.
5. Well-developed organisational, planning and coordination skills with demonstrated ability to develop and implement works programs, involving routine maintenance, development and emergency activities. A proven ability to control human, financial and physical resources to implement operational plans and/or project outcomes.

**Position Requirements**

Desirable Qualifications and Requirements

* A current motor vehicle driver licence.

**About Us**

**The Department of Natural Resources and Environment Tasmania (NRE Tas)** is responsible for the sustainable management and protection of Tasmania’s natural and cultural assets for the benefit of Tasmanian communities and the economy. The Department’s activities guide and support the use and management of Tasmania’s land and water resources and protect its natural and cultural environment. The Department is also responsible for delivering the services that support primary industry development and the protection of the State’s relative disease and pest-free status.

Under Tasmania’s emergency management arrangements NRE Tas is the management authority (lead agency) for various aspects of the management of biosecurity emergencies (includes exotic animal, plant and marine disease and pest emergencies), fire in national parks and other reserves, and sea inundation from storm surge. In regard to those types of emergency prevention, preparedness and response activities are core business of this agency and potentially may involve all staff in some way.

The Department’s website at [www.nre.tas.gov.au](http://www.nre.tas.gov.au) provides more information.

**Working Environment**

# Employees work within an environment that supports safe work practices, diversity and equity with employment opportunities and ongoing learning and development. We are committed to valuing and respecting each other as colleagues and peers. We value the diverse backgrounds, skills and contributions of all employees and treat each other and our customers with respect. We do not tolerate discrimination, harassment or bullying in the workplace.

# NRE Tas has a culture of zero tolerance towards violence, including any form of family violence. We will take an active role to support employees and their families by providing a workplace environment that promotes their safety and provides the flexibility to support employees to live free from violence.

# There is a strong emphasis on building leadership capacity throughout NRE Tas.

# The expected behaviours and performance of the Department’s employees and managers are enshrined in the *State Service Act 2000* through the State Service Principles and Code of Conduct. These can be located at [www.dpac.tas.gov.au/divisions/ssmo](http://www.dpac.tas.gov.au/divisions/ssmo).

Irregular intrastate travel may be required.