

## Position Description

<b>Position title:</b>	<b>Property Management Officer</b>
<b>Directorate:</b>	Infrastructure and Property
<b>Service Unit:</b>	Property and Facilities
<b>Reports to:</b>	Property Services Manager
<b>Direct reports:</b>	Nil
<b>Salary point:</b>	12
<b>Work location:</b>	City Administration Centre, 12 Stewart Avenue
<b>Date revised:</b>	August 2021

### What's it like working at the City of Newcastle?

We are focused on making a real difference in our community and achieving our vision of **creating a smart, liveable and sustainable global city**. We are proud to deliver services valued by our community. People come first at the City of Newcastle, which means providing employees with meaningful work and capacity for work life balance. As a large local organisation, the City of Newcastle offers opportunity to develop in your current role, grow into future opportunities and reach your full potential.

Our organisation's values are **Cooperation, Respect, Excellence and Wellbeing** which are underpinned by our behaviours of courage, trust and pride. Together, our values and behaviours support our decision making, our day to day interactions and everything we do.

### What's it like working in Property & Facilities?

We are a large team of 120+ staff members who provide a diverse range of services to the community, including Property Services, Building Trades and Facilities Management. Our focus is on providing facilities to our residents and visitors that are safe, fit for purpose and customer focused. As a member of our team you will be encouraged to bring fresh ideas to improve business processes and practices.

### What's the focus of this position?

Through a variety of administrative, reporting and finance-related duties, you will be immersed in what is a fast-paced and challenging role managing all lease and licence agreements within City of Newcastle's commercial, retail, community, infrastructure, residential and leasehold portfolios.

**What you'll be doing:**

- Establishing and maintaining strong and positive relationships with all tenants, vendors and contractors
- Liaise with tenants on any issues of relevance to the property and lease
- Attend to all maintenance issues in a timely and cost-efficient manner, communicating with all parties
- Lease administration including but not limited to rent reviews, managing insurance obligations, collection of rent and outgoings and arrears management
- Undertake Market Rent Reviews and providing market evidence to support recommendations
- Coordinating lease renewals including lease documentation and data management
- Ensuring lease and licence data is recorded accurately and Regular lease-auditing and maintenance to ensure information is current and correct
- Assisting with sourcing new tenants for vacant properties
- Annual budget preparation and reforecasting for quarterly and monthly reviews
- Monthly reporting including general issues, financial analysis, tenant matters, maintenance issues, upcoming works and arrears recommendations
- Completion of regular inspections of properties and recommend alteration and/or maintenance of the property and oversee work where necessary
- Continuous improvement of all areas of service provision
- Reviewing and maintaining processes and procedures to effectively administer the role

**The essentials you'll need:**

- A degree or professional qualifications in a relevant field including property management, real estate, related studies or law
- Relevant experience in leasing or property management
- Highly developed commercial acumen combined with analytical and strategic thinking
- Demonstrated capacity to problem solve, work independently and exercise initiative, judgement and discretion
- Demonstrated ability to plan, prioritise and organise own work, considering the impact on others to achieve results to meet deadlines
- Strong interpersonal and relationship management skills
- Strong proficiency of the Microsoft Office Suite and corporate information systems
- Ability to understand and implement corporate policies, procedures and systems relevant to the position
- Experience in the use of financial systems and budget management
- Class C driver's licence

**Other valuable skills you may have:**

- Experience in Local Government and / or community or crown land management.
- An understanding of maintenance, renewal and capital works

**We'll encourage you along the way**

We will partner with you to support your performance and ongoing development to ensure you are fully prepared for future challenges as this position and our organisation adapts and evolves.



City of  
Newcastle

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sustainable global city

*I acknowledge that I have read and understood the requirements and responsibilities of this position as detailed in the Position Description (PD) and have discussed the PD with my Manager.*

<b>Employee Name:</b>	
<b>Employee Signature:</b>	
<b>Date:</b>	