



Position Description

Property Officer (12 month term)

Wesley Property
August 2020

Agreement

Signed – Asset Manager

Signed – Property Officer

Date

Date

Do all the good you can
because every life matters



Property Officer

Wesley Property

1 Overview of Wesley Mission

Wesley Community Services Limited, a company limited by guarantee pursuant to the Corporations Act 2001, is a Public Benevolent Institution operating as Wesley Mission to deliver services and programs to provide direct relief of poverty, sickness, suffering, distress, adversity, disability, destitution, and helplessness in New South Wales and other parts of Australia as inspired by the work of Jesus Christ in word and deed. Our vision is to:

“Do all the good you can, by all the means you can, in all the ways you can, in all the places you can, at all the times you can, to all the people you can, as long as ever you can”.

Out of Christian love and compassion we are driven by Christlike servant hood, unfailing integrity and courageous commitment.

The organisational plan is based on four key result areas, namely:

- our clients
- our people
- our operations
- our financials.

Our position descriptions and performance plans are aligned with these four key result areas.

2 Overview of Wesley Property

The Wesley Property team has three key responsibilities to Wesley Community Services Senior Leadership Team, Ministry & Mission, various Groups, Committee's and Board:

- 1 appropriately consult with and advise with respect to policies relating to:
 - property purchasing / selling / leasing
 - building projects
 - compliance with relevant law, regulations, Wesley Mission policies and safety requirements in relation to property
 - planning and construction of new buildings
 - refurbishment of existing buildings
 - maintenance and replacement of major plant and equipment
- 2 manage and oversee specific properties referred or delegated but not under the management or control of any other body
- 3 establish and maintain a Wesley Mission property register for all property and insurance details of Wesley Mission requiring all to regularly provide current details in order to maintain the reliability of the database.



3 Overview of role

Wesley Property seeks to make a real difference. Understanding the human side of property is our greatest asset and inspires our workplaces. We maintain an environment of equality where all staff members are supported in their efforts to achieve their full potential. This is a new role reporting to the Asset Manager. The Property Officer is a key support to enable the team to achieve their objectives by providing administration and operational support.

You will be joining a team of property professionals based in the Western Sydney, Carlingford, with car parking available. We have a unique portfolio covering NSW, mainly in Metropolitan Sydney. Wesley Mission has a very diverse property portfolio consisting of over 50 significant freehold and over 100 leasehold properties. As the Property Officer, you will be required to liaise, collaborate and build excellent working relationships with a diverse set of internal and external stakeholders.

Reporting to the Asset Manager, as part of a wider full range property group the Property Officer you will be responsible for the provision of property and tenancy management services associated with Wesley Missions wide range of owned and leased properties. The position ensures ongoing consultation and communication with a diverse group of stakeholders, including tenant's real estate agents, contractors, government agencies, local authorities and internal staff, to ensure that a customer focussed service is delivered.

4 Relationships

Reports to: Asset Manager, Wesley Property

Key relationships: Property Graduate, Wesley Property
Executive Manager, Wesley Property
Project Manager, Wesley Property
Project Co-ordinator, Wesley Property
Facilities Officer, Wesley Property
Property Program Officer, Wesley Property
Executive Managers and Operations Managers across Wesley Mission

5 Major role responsibilities

5.1 Our clients

- Assist with searches for new properties that meet Business Case requirements - including liaising with Real Estate Agents and other stakeholders
- Schedule appointments, meetings and teleconferences and provide assistance regarding meeting requirements – including room bookings, equipment, minutes & document preparation to collaboratively administer the property management
- Develop and maintain relationships with internal and external stakeholders
- Showing properties for lease
- Preparing and processing applications for tenancy and tenancy packs
- Ingoing condition inspections
- Liaise with the Facilities Officer and tenant to arrange repairs and maintenance



5.2 Our people (our team)

- The role will have an Internship assistant, working alongside the Property Officer
- Providing exceptional customer service via phone and email
- Following up with customer calls
- Administer and resolve internal and external property management issues
- promote and ensure adherence to Wesley Mission brand
- ensure all Human Resource (HR) policies and procedures are understood and adhered to
- on a annual basis, document your progress using the Employee Contribution & Development template and meet with your manager to discuss
- ensure your position description is up-to-date and identify career training and development and career growth opportunities for yourself
- regularly report to your manager on team issues such as resourcing needs, performance, training/development, disciplinary action, leave, Work, Health & Safety issues etc
- identify and recommend opportunities to increase team satisfaction
- attend and participate all scheduled meetings.

5.3 Our operations

- Create and update master file for all leases, licences and owned property data and investigate discrepancies that present
- Monitor critical dates with the property portfolio and administer the required actions
- Activities associated with following internal and external legal documents in the property space through to completion, registration and reconciliation.
- Analyse the property market and provide recommendations to the team based on current and future properties to ensure maximum value
- Liaise with a range of local councils, government agencies, other departments and relevant stakeholders concerning property matters
- Providing a focus on the property administration ensuring the Wesley Mission's strategic objectives, design standards, sustainability targets and new ways of working are achieved to enhance each asset.
- Define the Property Management responses to all Wesley Mission facilities.
- Manage the space policy, space allocation issues, utilisation and reporting to governance committees for decisions on space as required to meet the needs of Wesley Mission.
- Proactively seek and manage property opportunities in alignment with the Wesley Missions 'building capacity' strategies.
- Administer the property search function is completion within the parameters (cost, quality and timeframe)
- Work through leasing contracts within the new lease process
- evolve operating policies and procedures



- Schedule appointments, meetings and teleconferences and provide assistance regarding meeting requirements – including room bookings, equipment, minutes & document preparation
- Administer Tender process with consultants and provide recommendation

5.4 Our financials

- You will administer Wesley Missions lease, licence and supplier contracts - including expiry, renewal, compliance, property management, validating rent and reconciliation of outgoing invoices
- responsible for ensuring that all end of lease arrangements are in place, including providing quotes, organising payments and closing out property files.
- Providing Make Good estimates based on early payouts of leases or restoration clauses
- Reconciliation of final budgeted property running costs for leased accommodation with Finance
- Maintain, reconcile and process payments, validating rent and reconciliation of outgoing invoices
- Administer the property portfolio of insurance values and claims
- Facilitate the completion of property approval forms and storage of the Business Cases

6 Professional responsibilities

- as directed, other activities to support the delivery of the Wesley Property Business Plan and Wesley Mission Strategic Plan, as requested by your manager
- as an employee, be responsible under the Work Health & Safety Act for the health and safety of all persons they come into contact with, during employment. All hazards and injuries must be reported through the normal process as set out in Wesley Mission's Work Health, Safety and Rehabilitation Quality Management System and site procedures
- in relation to Wesley Mission and the Uniting Church in Australia, attend such functions, meetings, seminars, training courses as directed by your supervisor
- in relation to Wesley Mission attend worship services as encouraged by your supervisor
- take responsibility for personal career development and training
- participate in Wesley Mission's Orientation program, so as to gain an understanding of, and promote, the application of the EEO, Affirmative Action, Privacy Act, Work Health & Safety Act and other relevant legislation
- administer Wesley Mission's philosophy of care and other relevant policy documents as appropriate
- demonstrate responsible stewardship of all resources, and willingness to report impropriety in keeping with the values of Wesley Mission
- eager and willing to mentor and coach team members in best practice in project management services
- ensure the reputation and integrity of Wesley Mission is maintained at all times
- maintain confidentiality.



7 Selection criteria

To be successful in this position, candidates must possess the following:

7.1 Demonstrated behaviours

- willingness to affirm Wesley Mission's vision, mission and values and enthusiastically advocate our Word and deed ministry
- demonstrated ability to work well as an effective team player with a positive can-do attitude
- relates well to a range of people with excellent listening and problem-solving skills
- confident professional with initiative and business acumen
- Displays emotional maturity and resilience.

7.2 Essential skills/knowledge

7.2.1 Administration

- Outstanding attention to detail with a passion and pride in your work
- Ability to demonstrate strong oral and written skills, including presentations with a genuine commitment to customer service
- Ability to manage multiple projects simultaneously
- An inherent desire to deliver the best service and ability to work at a quick pace
- Ability to meet deadlines and work effectively within a team environment
- Passionate about learning and adapting to continuous improvement

7.2.2 Decision

- Have sound analytical and decision-making skills
- Ability to use initiative in the workplace and demonstrate problem solving skills
- Experience in working across team environments as well as taking responsibility when working alone.
- An ability to operate within processes put in place as well as an ability to suggest improvements

7.2.3 Systems

- Experience with Geographic Information Systems, preferably MapInfo is highly desirable.
- Experience using a property database is essential
- Knowledge of property management systems.
- Financial administration skills that allow you to pick up any finance process with confidence; we want you to OWN this role

7.2.4 Leasing

- Experience in performing market assessments for new business opportunities in a geographically dispersed network is highly desirable.



- Experience in Property Management large complex asset portfolios of office, retail and owned real estate
- Exposure to the property settlement processes, lease/licence administration, procurement of services, contracting
- A passion for progressing a career in property management
- Passion and drive for the property industry together with a confident nature
- Proven ability to administering a high volume of transactions, understanding complex and sensitive property matters
- Experience managing property insurance values and claims

7.2.5 Stakeholder

- Proven ability to develop positive working relationships and rapport with clients
- the ability to provide exceptional, quality customer service

7.2.6 Desirable skills/knowledge

- Proficient skills across all MS Office products and use of property database
- Up to 2 years' experience in a property role e.g. town planning, cost planning, project management or land development will all be considered. Property management preferable
- Relevant Tertiary qualification in Property and/or Property Valuation such as Land Economy, Conveyance, Diploma or equivalent
- Licence, driving corporate cars will be required as part of this role.