

Role title:	Senior Administration and Property Officer
Department:	Corporate Services
Level:	Level Six <i>Local Government Officers' (Western Australia) Award 2021</i>
Position Objective:	<p>The Senior Administration and Property Officer is responsible for delivering a high level of effective and compliant administration and customer service to both internal and external stakeholders in accordance with relevant legislation, Shire policies, organisational directives and work instructions.</p> <p>This position will prepare and maintain monitoring schedules for all Shire building infrastructure, including overseeing caravan park functions.</p> <p>This position will be required to deliver high quality customer service, build strong working relationships across the organisation and positively promote the organisation at all times.</p>
Stakeholder Engagement:	<p>The position works collaboratively with all team members across the Shire to provide administrative support.</p> <p>Externally it liaises with Auditors to provide required information, state and federal departments, businesses, contractors, residents and tourists to actively and positively contribute towards the growth of the Shire.</p>
Direct Supervisor:	Deputy Chief Executive Officer
Direct Reports:	Administration Officer Trainee Administration Officer Office Assistant
Total Number of Reports:	3

Acknowledgement	
<i>Employee Signature</i>	<i>Date</i>
<i>Manager Signature</i>	<i>Date</i>
<i>HR Signature</i>	<i>Date</i>

Date position registered

Key Responsibilities

Administration

- Supervise and lead the Administration team, providing guidance, training and mentoring to junior officers.
- Deliver administrative support to Council's Environmental Health Officer, Building Surveyor and Town Planner as required.
- Oversee the processing of regulatory services applications and ensure timely reconciliation of legislative payments.
- Provide backup support for front counter enquiries, including processing of Department of Transport transactions.
- Any other additional duties as directed by the Executive Team relevant to the role's level of responsibility.

Building Infrastructure:

- Manage and monitor lease agreements ensuring lessee compliance.
- Oversee lease related utility charges and forward to finance team for invoicing.
- Create and maintain an up to date register of all leased properties.
- Record, action and close out customer service requests once provided with an update from the Construction Maintenance Specialist.
- Provide weekly reports on outstanding customer service requests to the Deputy CEO.
- Liaise with the Construction Maintenance Specialist to provide a monthly expenditure and timeline progress report to the Executive Leadership Team.
- Conduct routine property inspections and lessee meetings in relation to all the Shire's properties.
- Process bond administration in accordance with legislation.
- Receipt rental income weekly and report any non-payment to the Deputy CEO.
- Assist Executive Leadership Team with development of the annual budget.
- Develop and maintain a simplified key register system.

Caravan Parks:

- Manage bookings, payments, guest registrations and assign accommodation.
- Promptly respond to all phone and email enquiries, including occasional after-hours calls.
- Address and resolve complaints in accordance with Council policies and procedures.
- Maintain good relations with all stakeholders and always promote Council's operations in a professional manner.
- Communicating with administrative staff about occupancy and booking status.
- Coordinate cleaning staff to maintain caravan park facilities to a high standard, including managing laundry supplies.

Selection Criteria

Essential

1. Certificate IV or similar qualification in clerical administration or significant demonstrated experience in a previous role.
2. Experience in supervising staff, with a strong problem solving mindset.
3. Demonstrated ability to deliver high-quality customer service to diverse stakeholders, including residents, tourists and contractors.
4. Knowledge of compliance requirements related to property management, leases and regulatory services.
5. Excellent time management skills with the ability to prioritise and manage multiple tasks effectively.
6. Ability to prepare accurate reports, manage data, track maintenance budgets and support budget preparations.
7. Proficiency in using the Microsoft office suite including Word, Excel and Outlook.
8. Minimum C Class Drivers Licence.
9. Current National Police Clearance (NPC), dated within 6 months of commencement.

Desirable

10. Previous experience in the Local Government industry in a similar role.
11. Previous experience using SynergySoft or similar record management programs.
12. Experience or qualifications in property management.