



## Property and Facilities Support Officer

**Section:** Community Services

**Salary point:** 9

**Position number:** PSC1342

**Date Updated:** March 2026

## Position objectives

To provide effective administrative support to the Property and Facilities Management Unit by managing and coordinating day-to-day administrative duties.

## PSC values



**Respect:** Creating a unique, open and trusting environment

**Integrity:** Being honest and taking responsibility for our actions

**Teamwork:** Working together as one Council to support each other

**Excellence:** Improving the way we work, to meet future challenges

**Safety:** Providing a safety focused workplace culture

## Key responsibilities

- Coordinate and manage daily work tasks, such as the acknowledgement of enquiries and correspondence in accordance with Council's Customer Service Charter
- Provide support services to the Property and Facilities Management Unit by assisting with record keeping, maintaining property databases, invoice and bond processing and undertaking financial reconciliations
- Assist with administration tasks associated with commercial and community contracts
- Provide support services to volunteer managed 355c Hall Committees
- Build and maintain respectful relationships with tenants, contractors, service providers, volunteers and other stakeholders
- Manage tasks and projects as required by the Property and Facilities Coordinator

## Key accountabilities

Provide high quality administrative support to the Property and Facilities Management Unit. The position holder has some independence in providing service and responding to needs.

## Extent of authority

Tasks are performed under the general direction of the Property and Facilities Coordinator with additional direction provided by the Property and Facility Management technical officers. Decisions are generally made within the scope of established procedures and guidelines.

## Judgement and decision making

Decisions and problem solving are generally made within the scope of established procedures and guidelines or with consultation with the Property and Facilities Coordinator.

## Skills, knowledge and capacity

### Organisational

- Demonstrated commitment to a customer service culture and delivery of quality service
- Understanding of the Australian Business Excellence philosophy
- Conduct that demonstrates to others Council's commitment to Respect, Integrity, Teamwork, Excellence and Safety

### Interpersonal

- Demonstrated well-developed written and oral communication skills
- Demonstrated ability to work both in a strong team environment and autonomously
- Demonstrated ability to operate effectively in an environment requiring a high degree of initiative
- Proven ability to interact and liaise with all levels of staff and members of the community.

### Qualifications and experience

- Certificate III in Administration, Property or equivalent and/or studying in a relevant field and/or sound proven experience in a similar role
- Well-developed Microsoft Office suite skills at an intermediate level
- Demonstrated well-developed written and oral communication skills
- A high level of attention to detail and the ability to prioritise effectively
- Knowledge of the Property Industry

## Capability Framework level: Intermediate

Personal attributes

Relationships

Results

Resources

- Manage self
- Displays resilience and adaptability
- Act with integrity
- Demonstrate accountability
- Communicate and engage
- Community and customer focus
- Work collaboratively
- Influence and negotiate
- Plan and prioritise
- Think and solve problems
- Create and innovate
- Deliver results
- Finance
- Assets and tools
- Technology and information
- Procurement and contracts

## Position description approval

Employee

Date