



## NPARC POSITION DESCRIPTION

<b>Position number</b>		<b>Date of last review</b>	March 2024
<b>Position Title</b>	Property and Facilities Support Officer		
<b>Classification</b>	Local Government Industry Award Stream A, Band 2, Level 1-4 (depending on qualifications, skills, and experience)		
<b>Division</b>	Corporate Services		
<b>Section</b>	Property and Facilities		
<b>Location</b>	Injinoo		
<b>Employment Type</b>	Permanent Fulltime		
<b>Supervisor</b>	Property and Facilities Manager		
<b>Direct reports</b>	Nil		

### 1. ORGANISATIONAL ENVIRONMENT:

#### *The Northern Peninsula Area Regional Council's*

##### ***Mission is:***

To support the provision of high standard local government services and economic growth of the Northern Peninsula Area through the sustainable use, development and management of land, water, and native vegetation resources, whilst protecting the rights and interests of both the individual and the community.

##### ***Vision is:***

*With Respect and pride, we build a future for our children based on unity, equitable self-governance, education, and culture.*

##### ***Council Responsibilities:***

Council is charged with the responsibility of ensuring a wide range of local government services are available throughout the communities of the Northern Peninsula Area including housing, kerb-side collection of rubbish and land-fill disposal, potable water supplies and effective wastewater disposal systems.

Council must work closely with the community and funding agencies to ensure the necessary resources are available for these purposes.

### 2. PRIMARY OBJECTIVES OF THE POSITION:

The position is responsible for assisting in the management of NPARC properties and facilities providing a range of support services. And expected to follow standard procedures, office functions and develop problem solving skills.

### 3. CONDITIONS OF EMPLOYMENT:

The conditions of employment for this position are in accordance with the *NPARC Certified Agreement 2019*, Council's policies and procedures, Council's Code of Conduct, and other legislative requirements

#### **4. WORKPLACE HEALTH & SAFETY RESPONSIBILITIES:**

The employee shall comply, so far as is practicable, with the *Workplace Health and Safety Act*, Regulations, Codes of Practice and Council's Workplace Health and Safety Policies and Procedures and shall comply with instructions given by his or her Manager and / or Supervisor in respect of the Health and Safety of themselves and the Health and Safety of other persons.

The employee is responsible for ensuring Council's WH&S Systems are implemented within their area of responsibility.

#### **5. PRIMARY DUTIES AND RESPONSIBILITIES:**

- To assist with maintaining NPARC staff houses and maintenance including furniture, appliances
- To assist with maintaining the operation of the NPARC Contractors Quarters at Umagico – take bookings and payments, arrange cleaning and maintenance, issue and return of keys etc.
- Maintain property inventory files & restock/replace items where required and approved
- Maintain housing registry generating Tenancy Agreements for staff houses as/when required,
- Under direction receive and handle client's complaints.
- Under direction for providing customers service to the clients; in person over the counter, through telephone, written and email correspondence
- Assist with the purchasing function as required arranging orders, goods receipting and delivery of items to houses, arrange installation as required.
- Filing of NPARC Staff housing and lease documents to TRIM and physically
- Report maintenance requests to operations department where applicable and follow up that work is complete
- Request quotes from tradesmen to undertake repairs and maintenance when required and ensure work is complete
- Perform with other related duties as required.

#### **6. SELECTION CRITERIA**

##### **Essential**

1. Experience in property and leasing and/or housing
2. Strong customer service skills in dealing with clients and trades people
3. Well-developed interpersonal, written, and oral communication skills.
4. Proven ability to work toward deadlines and prioritise workload
5. Organised and careful with attention to details and accept accountability for the quality of work.
6. High level of reliability, integrity, punctuality, and confidentiality
7. Ability to work as part of a team and independently when needed.
8. Proven computer skills in MS Word, Excel and outlook and willingness to learn specialist software programs used in the role

9. Proven ability to undertake filing and record keeping
10. Understanding the practical application of WH&S requirements
11. Hold Provisional or Open C Class Driver's License

#### **Desirable**

1. Certificate III in Business or equivalent

#### **PERFORMANCE INDICATORS:**

- Code of Conduct maintained, on time, reliable attendance, and effort
- Instructions and established procedures followed
- Deadlines and timelines met, exceptions reported to manager in advance
- Safe work practices developed and followed
- Model a high standard of behaviour and work ethics for others to follow
- Accurate; reliable; reporting (paper and computer based).
- Friendly helpful, informative advice and assistance to clients
- Build and sustain relationships within the Council and with a diverse range of external stakeholders.
- Manager advised of problems affecting work progress and/or quality
- Helped other team members when needed – cooperating to ensure service to clients
- Effective working relationships maintained; conflicts dealt with constructively
- Make clear, well-reasoned and timely decisions.
- Investigate opportunities to improve effectiveness by harnessing technology and implementing continuous improvement activities.
- Apply lateral and creative thinking to generate ideas and solutions.
- Demonstrated flexibility to shift priorities and move resources as priorities demand
- Understanding of the cultural, social, historical, and political factors affecting the NPARC and use this information to provide a context for other employees within the work unit
- Interruptions to community and householder amenity minimised
- Build and sustain positive relationships with team members, stakeholders, and clients.

We agree that this Position Description accurately reflects the role.

Employee Name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_  
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Manager Name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_  
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Exec. Manager Name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_  
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