

Position Title	PROPERTY OFFICER – COMMUNITY
Directorate	Strategy and Corporate Services
Department/Business Unit	Organisational Planning and Strategy
Team	Asset Management
Classification	Band 6
Date	July 2026
Reports to:	Coordinator Asset Management
Supervises:	Nil
Internal Liaison:	• Management • Relevant business units and departments • Councillors
External Liaison:	• Customers and residents • Tenants • External Organisations • Community Groups • Management Agencies • Local, State and Federal Government • Service Providers

Position Objectives

Your primary purpose in this position is to:

- Provide specialist property management services for Council's community facilities, ensuring their effective utilisation and management in accordance with legislation, Council policies and community needs.
- Manage the preparation, negotiation, implementation and administration of leases, licences and other occupancy agreements relating to community facilities, ensuring appropriate governance and achievement of Council objectives.
- Monitor and administer compliance with lease and licence conditions, identifying and addressing occupancy, operational and contractual issues and providing advice and recommendations on appropriate actions.
- Act as the primary liaison between Council and community organisations, tenants, licensees and facility user groups, fostering productive relationships and supporting positive community outcomes.
- Provide specialist advice and recommendations to internal and external stakeholders on community property matters, including facility occupancy, tenure arrangements, legislative requirements and property management practices.
- Contribute to the development, review and continuous improvement of policies, procedures and processes relating to community facility leasing, licensing and property management.
- Coordinate and support projects, investigations and activities relating to community property and facility management, ensuring outcomes are delivered within established objectives, budgets and timeframes.

Key Selection Criteria

In addition to the 'Qualifications and Experience' section below, you demonstrate the below experience and skills:

- Relevant tertiary qualification in Property, Real Estate, or a related discipline, together with relevant experience in property management, leasing, licensing, real estate, legal administration or a similar field; or lesser formal qualifications with substantial relevant experience.
- Demonstrated experience in the administration of property agreements, including leases, licences and occupancy arrangements, with sound knowledge of relevant legislation, statutory requirements and regulatory processes..
- Demonstrated ability to interpret and apply legislation, policies, procedures and contractual agreements to provide sound advice and recommendations on property management and tenure matters.

- Highly developed interpersonal skills with the ability to establish and maintain effective working relationships with community organisations, tenants, licensees, external agencies and internal stakeholders.
- Demonstrated negotiation, influencing and conflict resolution skills, with the ability to achieve positive outcomes while balancing community needs, contractual obligations and Council objectives.
- Well-developed investigative, analytical and problem-solving skills, including the ability to assess complex issues, identify risks, develop practical solutions and prepare clear reports and recommendations.
- Demonstrated ability to plan, prioritise and manage multiple projects, agreements and competing deadlines with a high degree of accuracy and attention to detail.
- Experience contributing to the development, review and improvement of policies, procedures and operational practices relating to property management, leasing, licensing or facility administration.
- Excellent written and verbal communication skills, including the ability to prepare professional correspondence, reports, agreements and stakeholder communications.
- Proficiency in Microsoft Office applications and property, records management or database systems, with the ability to maintain accurate records and generate reports.

Desirable

- Experience in local government property management, leasing, licensing or community facility administration.
- Knowledge of local government legislation, governance and community facility management practices.
- Demonstrated commitment to ongoing professional development.

As part of the Selection Criteria, you must hold and supply these licences, registrations, certificates, etc., prior to offer of employment and commencement and continue to maintain them throughout your employment in this role with Council:

- ☒ satisfactory (and ongoing) Working with Children's Check (Employee Check)
- ☒ satisfactory (and ongoing) Police Check
- ☒ current valid (and ongoing) Victorian Driver's Licence

Position Specific Responsibilities & Skills

In this position, you are responsible for:

Community Property Management	• Manage the administration of Council's community facility leases and licences. • Coordinate the preparation, renewal, variation and termination of lease and licence agreements in accordance with Council policies and legislative requirements. • Provide specialist advice to internal stakeholders and community organisations on property occupancy and tenure arrangements. • Monitor community facility utilisation and identify opportunities to improve access and occupancy outcomes.
Lease and Licence Compliance	• Monitor compliance with lease and licence obligations. • Investigate and address non-compliance issues and recommend appropriate actions. • Ensure rental, licence fee and other occupancy-related payments are accurately administered and monitored. • Maintain accurate property records and documentation relating to community facility agreements.
Community and Stakeholder Liaison	• Act as the primary point of contact for tenants, licensees, community organisations and facility user groups regarding community property matters. • Develop and maintain positive working relationships with community stakeholders to support effective facility management and community outcomes. • Liaise with internal departments and external agencies on matters relating to community facilities and property agreements. • Facilitate negotiations and assist in resolving property-related issues and disputes.
Property Administration and Facility Management Support	• Prepare reports, correspondence, presentations and recommendations relating to community property matters. • Assist in the development, review and improvement of policies, procedures and processes relating to community facility management. • Provide property-related information and advice to support decision making and Council reporting requirements. • Undertake investigations and research relating to property management, leasing, licensing and occupancy matters.

	- Contribute to the implementation and monitoring of community facility management. - Maintain property data, occupancy records and related information systems to ensure data accuracy and integrity.
Financial Management	- Monitor and report on property-related income and expenditure within approved budgets. - Assist with financial administration associated with community property agreements, including invoicing, payment monitoring and debt recovery processes.
Team Collaboration and Continuous Improvement	- Actively contribute to a collaborative and flexible team environment by sharing knowledge, participating in cross-training activities and supporting the delivery of property services across functional areas. - Assist with property matters outside the primary focus of the position where required, ensuring a coordinated and customer-focused approach to property management services. - Identify opportunities to improve processes, knowledge sharing and integration across property functions to enhance service delivery and organisational resilience.

Core Organisational Capabilities

We have a Core Capability framework to help everyone succeed and develop for their current and future positions. The relevant capabilities for this position are found on The Source > [Capability Framework | Greater Dandenong Council](#)

REACH Values

Our REACH values define who we are and how we interact with others. They define how each of us should aim to operate in the workplace regardless of the role we hold. Our REACH values are found on The Source > People, Culture and Safety > [REACH | Greater Dandenong Council](#)

Child Safe Organisation

Greater Dandenong City Council has zero tolerance of child abuse and is committed to creating and maintaining a child safe and child friendly City where all children are valued and protected from abuse.

Organisational Responsibilities

Everyone at Council has the following responsibilities and obligations:

Emergency Management	Help Council fulfil its emergency management obligations by assisting in emergency management activities as required
Occupational Health and Safety	All employees have responsibilities to: - Take reasonable care of their own health and safety. - Take reasonable care that their acts do not adversely affect the health and safety of other persons or themselves. - Follow policy, procedure or instructions to ensure as far as is reasonably practicable a safe workplace. - Report all incidents, injuries and near misses to their supervisor immediately and adhere to Council's occupational health, safety and return to work (RTW) policies and procedures. - Participate in health and safety training programs and initiatives.
Child Safety	- Comply with the organisation's Child Safety and Wellbeing Policy, Child Safe Code of Conduct and all other Council Child Safe Policies & Procedures - Demonstrate a commitment to child safety, equity, inclusion, and cultural safety, in line with Council policies and the Victorian Child Safe Standards. - Report any child safety concerns including breaches of Child Safe Code of Conduct in line with Council policies, the Reportable Conduct Scheme, and legal obligations.
Climate Change & Sustainability	Help support Council's response to the climate emergency by helping facilitate a whole-of-organisation approach where climate change mitigation and adaptation is embedded into all Council services, assets, operational and decision-making processes.

Compliance	- Remain mindful of the requirements of the Victorian Charter of Human Rights at all times - Manage Council records in accordance with the relevant Council policies and corporate requirements to protect personal information. - Perform other duties as directed within the limits of acquired skills, knowledge, and training. - At all times, take responsibility for maintaining the strictest levels of confidentiality regarding ratepayers, customers, and employees. - At all times, comply with Council's Code of Conduct - Staff.
Diversity, inclusion and equity	- Demonstrate an understanding of and the ability to work with, diversity in the workplace, including: - zero tolerance of racism and expectations that staff will act on incidents of racism - supporting Aboriginal and Torres Strait Islander children to express their culture and enjoy their cultural rights.
Gender Equality	Support Councils response to the prevention of violence against women and workplace sexual harassment, including by modelling acceptable behaviour, and reporting improper conduct in a timely manner.

Inherent requirements of the position

These are the essential requirements of this position:

Council has a Flexible Work Policy. All staff are required to attend the workplace for the minimum number of days specified in the Policy.

Working out of standard business hours

- ☒ Not required.
- ☐ This role may be subject to work related contact outside of normal business hours on an ad hoc, as needs basis. These hours will be subject to penalty or overtime rates.
- ☐ This role may be subject to work related contact outside of normal business hours. This position may require participation in an on-call, stand-by or availability roster. (Refer to 'Working out of hours' under position specific responsibilities.)

On a typical day, approximately this much time would be spent on the following activities:

Cognitive Requirements	Task details (typical tasks)	Frequency (% of the working day)			
		Rare/ Never	Occasional 0 – 33%	Frequent 34 – 66%	Constant >66%
Working independently – <i>ability to utilise autonomy with respect to the processes by which tasks are completed. Little to no autonomy with respect to the work allocated to them by the supervisor</i>		☐	☐	☐	☒
Team based work – <i>works in a team of people and not exposed to isolation</i>		☐	☐	☐	☒
Communicating with others – Verbally		☐	☐	☐	☒
Communicating with others - Written		☐	☐	☐	☒
Focused Attention to task – <i>high levels of attention required to minimise errors and ensure accuracy</i>		☐	☐	☐	☒

Cognitive Requirements	Task details (typical tasks)	Frequency (% of the working day)			
		Rare/ Never	Occasional 0 – 33%	Frequent 34 – 66%	Constant >66%
Concentrating – <i>high levels of concentration required while completing required tasks</i>		☐	☐	☐	☒
Planning and sequencing tasks and activities		☐	☐	☐	☒
Decision making – <i>required to exercise sound decision making while completing all aspects of the position</i>		☐	☐	☐	☒
Problem solving – <i>requirement to develop sound solutions to novel or unusual problems arising during the course of the day</i>		☐	☐	☐	☒
Reasoning – <i>required to exercise sound reasoning while completing all aspects of the position within defined scope</i>		☐	☐	☐	☒
Judgement – <i>required to exercise sound judgement while completing all aspects of the position within defined scope</i>		☐	☐	☐	☒
Short and long-term memory recall – <i>ready access to documented procedures or precedents to perform requirements of the position</i>		☐	☐	☐	☒
Emotional resilience – <i>exposure to stressful or distressing situations including meeting specified deadlines and production demands, dealing with aggressive or upset customers/clients, high conflict situations, general workload demands, change beyond individual's personal control</i>		☐	☐	☐	☒
Interruptions – <i>frequency of interruptions to daily work plans and requirement to change work plans at short notice</i>		☐	☐	☐	☒

Physical Requirements

- ☐ This position requires more than 10% (on average) daily work rate of manual handling/physical exertion. [If this position requires $\geq 10\%$ (on average) daily work rate of manual handling / physical exertion, a Task Analysis is then required to be established by an Occupational Therapist [OT] for further assessment (please contact the OHS Team for further information).]
- ☐ This position requires a vision test
- ☐ This position requires a hearing test

Note: To determine % of manual handling / physical exertion on average per working day.

7.6 hour day = 456 minutes. 10% of 456 minutes = 45.6 minutes per day.

8.00 hour day = 480 minutes. 10% of 480 minutes = 48.0 minutes per day.

8.44 hour day = 506 minutes. 10% of 506 minutes =50.6 minutes per day.

Physical Requirements	Task detail	Frequency (% of the working day)			
		Rare Never	Occasional 0 – 33%	Frequent 34 – 66%	Constant >66%
Mobility/Postures					
Sitting – stay in a seated position		☐	☐	☐	☒
Standing – standing in an upright position, moving less than 3 steps		☐	☐	☒	☐
Walking – In an upright position, moving more than 3 steps		☐	☐	☒	☐
Crawling – Move on the hands & knees or by dragging the body close to the ground		☒	☐	☐	☐
Non-manual handling					
Crouch/squat – To lower the body by bending forward from legs and spine, buttocks on or near the heels		☐	☒	☐	☐
Kneeling – To lower the body		☐	☒	☐	☐
Bending – To bend forward and down from the waist or the middle of the back, rounding the shoulders and back for more than 3 seconds		☐	☒	☐	☐
Reaching – Extending arms out in any direction		☐	☐	☒	☐
Twisting/trunk rotation – Rotating the body to one side or the other without moving the feet		☐	☐	☒	☐
Fine manipulation/pinch grip – Fingers are on one side of the object and thumb on the other, typically without the object touching the palm		☐	☒	☐	☐
Power/open hand grip – Using the whole hand to grasp an object, typically used to handle large or wide objects where the fingers are extended		☐	☒	☐	☐
Writing/typing		☐	☐	☐	☒
Climb ladders		☒	☐	☐	☐
Climb or descend stairs		☐	☒	☐	☐
Low level work – Performing manual handling actions at or near ground level		☒	☐	☐	☐
Manual Handling					
Lift/Carry/Hold – Raising or lowering an object from one level to another and holding/transporting the object using the hands, arms or on the shoulders		☒	☐	☐	☐
Pushing/Pulling – Applying force to move something away or closer to one's self, including static positions		☒	☐	☐	☐
Kilograms of force (kg.f) – Amount of force or effort required to perform a specific task or part of a task		☒	☐	☐	☐
Weight requirements – lift, carry, push, pull or hold					
1-5kg		☐	☒	☐	☐
5.1 – 10kg		☐	☒	☐	☐
10.1 – 15kg		☒	☐	☐	☐
15.1 – 20kg		☒	☐	☐	☐
Lift floor to hip		☒	☐	☐	☐
Lift waist to shoulder		☐	☒	☐	☐
Lift overhead		☒	☐	☐	☐
Pushing/pulling		☐	☒	☐	☐

Band descriptors (as defined in Council's Enterprise Agreement)

These descriptors help to classify the position:

Accountability and Extent of Authority

- May manage resources and/or provide advice to or regulate clients and/or provide input into the development of policy.
- Where the prime responsibility is for resource management, the freedom to act is governed by clear objectives and/or budgets with a regular reporting mechanism to ensure adherence to goals and objectives. The effect of decisions and actions taken at this level is usually limited to the quality or cost of the programs and projects being managed.
- Where the prime responsibility is to provide specialist advice to clients or to regulate clients, the freedom to act is subject to regulations and policies and regular supervision. The effect of decisions and actions taken in this Band on individual clients may be significant but it is usually subject to appeal or review by more senior employees.
- Where involved in policy development, the work is usually of an investigative and analytical nature, with the freedom to act prescribed by a more senior position. The quality of the output of these positions can have a significant effect on the process of policy development.
- Have a formal input into policy development within their area of expertise and/or management.

Judgement and Decision-Making Skills

- The nature of the work is usually specialised with methods, procedures and processes developed from theory or precedent. The work may involve improving and/or developing methods and techniques generally based on previous experience.
- Problem solving may involve the application of these techniques to new situations.
- Guidance and advice are usually available.

Specialist Knowledge and Skills

- Require proficiency in the application of a theoretical or scientific discipline, including the underlying principles as distinct from the practices.
- Require an understanding of the long term goals of the functional unit in which the position is placed and of the relevant policies of both the unit and the wider organisation.
- Where the primary function is to manage resources, require a familiarity with relevant budgeting techniques.

Management & Interpersonal skills

- Require skills in managing time, setting priorities, planning and organising one's own work and where appropriate that of other employees so as to achieve specific and set objectives in the most efficient way possible within the resources available and within a set timetable.
- Where management of employees is part of the job, the position requires an understanding of and an ability to implement personnel practices including those related to equal employment opportunity, occupational health and safety and employees development.
- Require the ability to gain co-operation and assistance from clients, members of the public and other employees in the administration of defined activities and in the supervision of other employees.
- Be able to liaise with their counterparts in other organisations to discuss specialist matters and with other employees in other functions in their own organisation to resolve intra-organisational problems.

Verification & Approvals

I certify that the content of this Position Description accurately reflects the overall role and accountabilities of the position:

	Name	Signature	Date
Occupant			