

### Position Identification

<b>Title:</b>	Administration Officer	<b>FHL Level:</b>	5.1
<b>Department:</b>	Property Services	<b>Agreement/Award:</b>	EBA
<b>Reporting to:</b> <i>(Position)</i>	Team Leader Property Services	<b>Date last updated:</b> <b>By whom:</b>	2 August 2019 Britney Reader

### 1. Purpose of Position

The Administration Officer is responsible for the collection, collation, and maintenance of assets data for the Property Service Team and supporting the team with other administrative work as required.

### 2. Key Working Relationships

<p><b>Internal:</b></p> <ul style="list-style-type: none"> <li>Property Services Team</li> <li>Housing Services Team</li> <li>Lodging Services Team</li> <li>Tenant Wellbeing Team</li> <li>Finance Team</li> <li>Corporate Services Team</li> </ul>	<p><b>External:</b></p> <ul style="list-style-type: none"> <li>Tenants/Residents</li> <li>Department of Communities</li> <li>Local Authorities</li> <li>Contractors</li> <li>Support Agencies</li> <li>General public</li> </ul>
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### 3. Accountabilities and Responsibilities

- Maintain the asset management database.
- Produce long term maintenance inspection schedules and reports from the asset management database.
- Maintain Property Services Registers including:
  - Cyclical Register;
  - RCD / Smoke Alarm Register;
  - Asbestos Register; and
  - Key Register (including following up outstanding keys)
- Issuing and managing work orders.
- Assessment of quotes.
- Coordinating keys and access for contractors.
- Review the property condition report and stock condition report.
- Clerical duties including typing external correspondence, photocopying, mail outs and other duties as necessary.
- General office housekeeping, including working with other departments as directed by the Team Leader.

## Job Description

### 4. Culture and Values

**We care for people:**

Giving people our time

Listening well

Being kinder than need to be

Understanding that everyone's story is unique and of equal value

Actively looking for the strengths in others

**We own all of our decisions and actions:**

Admit mistakes, learning from them and fixing things up

Respecting organisational policies and procedures and following them

Having the courage to make the tough decisions and stand by them

**We are passionate:**

Caring intensely about the work we do

Inspiring others with excellence

Celebrating success

Embracing and driving change

**We focus on finding solutions:**

Providing timely and accurate information to others so that solutions can be found

Understanding that others often know the solutions to their own problems and assisting them to find their own way forward

Not bring just the problem but ideas about possible solutions

**We are always honest:**

Providing well thought out and constructive feedback

Initiating the challenging and tough conversations

Saying what you are thinking and doing what you say

**Nurture relationships:**

Having fun together

Earning the trust of others

Checking in with people regularly particularly when things are tough

Respecting people for who they are and for their knowledge, skills and experience as individuals and team members

### 5. Safety Awareness

You will act in a manner that is consistent with FHL's duty of care requirements, including but not confined to:

- Taking reasonable care to ensure your own safety & not risk others by any act or omission.
- Following all safe work practices and procedures
- Using personal protective equipment as identified for individual tasks
- Taking immediate action on any identified hazards
- Reporting any incidents or injuries to both manager and HR

## Job Description

### 6. Work Related Requirements/Selection Criteria

<b>Essential Skills</b>
<b>Experience and Skills</b> <ul style="list-style-type: none"><li>• Sound knowledge of building maintenance matters.</li><li>• Sound organisational and prioritisation skills, with ability to adapt well to varying pressures in role.</li><li>• Strong attention to detail. Highly developed interpersonal skills and service orientation.</li><li>• Demonstrated clerical skills, including strong word processing, record keeping and filing.</li><li>• Well developed computing knowledge, including Microsoft office and database administration.</li><li>• Sound knowledge of strata and leased property contracts.</li></ul>
<b>Personal Attributes and Ability</b> <ul style="list-style-type: none"><li>• Passion for delivering high quality and responsive customer service.</li><li>• Able to work autonomously and as part of a team.</li><li>• Proactive, professional and flexible in approach.</li></ul>
<b>Other Essential Criteria</b> <ul style="list-style-type: none"><li>• National Police Clearance.</li><li>• Current WA Drivers Licence.</li></ul>
<b>Desirable Skills</b> <ul style="list-style-type: none"><li>• Building trade skills and/or Property Management experience.</li><li>• An understanding of the Building Code of Australia and Occupational Health and Safety legislation.</li></ul>

### 7. Position Dimensions

<b>Number of staff directly reporting to position</b>	Nil
<b>Work Locations</b>	Leederville (main office) Joondalup

Employee Name: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Filename: HR\_JD\_PS\_Administration Officer (Assets)