

Job Description

Position Identification

Title:	Property Officer	Agreement/Award:	FHL Enterprise Agreement 2021
Department:	Property Services	Date last updated:	November 2025
Reporting to:	Property Services Manager	By whom:	Property Services Manager

Purpose of Position

Manage the void process for housing portfolio, including regional portfolio. Responsible for completing ingoing and outgoing reports, managing maintenance works being scoped and completed, and ensuring that the property is re-lettable, within set timeframes.

Manage the handover and handback process of properties entering or exiting FHL's portfolio.

Key Working Relationships

Internal: Housing Services Allocations Finance	External: Tenants Contractors Consultants Department of Communities
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Accountabilities and Responsibilities

Managing Voids

- Conducting ingoing / outgoing inspections and generating reports
- Creating and issuing the maintenance scope of works and obtaining quotes, where necessary
- Manage maintenance work, ensuring quality and compliance
- Undertaking post work inspections and confirming availability for tenanting
- Updating vacancy module on a regular basis
- Determination of tenant liability charges in consultation with the Housing Coordinator
- Liaising with other staff regarding the overall management of vacates
- Meeting turnaround KPIs
- Attending bailiff evictions
- Attending weekly Housing Team meetings

Property Handover / Handbacks

- Management of handover process for new properties entering FHL's portfolio
- Creating new properties in Chintaro

- Managing process for property handback to DHW (or similar)

Contractor Management

- Maintain oversight of contractors before, during and upon completion of works including:
- Developing the scope of works and identifying any WHS issues on site
- Preparation and submission of relevant statutory forms
- Review performance to ensure completion of projects are as per contract terms
- Undertake defect inspections and instruct contractor to make good as needed
- Reviewing and coding contractor invoices for approval under the relevant delegated authority

Safety Responsibilities

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

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

Organisational Values



SOLUTIONS FOCUSED
We work together to find solutions that benefit our people and customers.



CARING
We care for others and display empathy, fairness and respect.



HONEST
We act with integrity and own our decisions.

Work Related Requirements/Selection Criteria

Essential Criteria

- Experience in preparing and instructing scope of works
- Demonstrated coordination skills including planning, liaising and following up with both internal and external parties
- Exceptional time management skills and ability to deal with a range of issues, including problem solving difficult situations
- Excellent written and verbal communication skills, including high level communications skill with a range of stakeholders
- Advanced skill level in Microsoft Excel and intermediate skills with other Microsoft Office suite products
- Demonstrated ability to work independently and balance a range of tasks in an organised and professional manner

Other

- Current WA Drivers Licence

- National Police Clearance

Desirable Criteria

- Experience completing ingoing and outgoing inspections
- Demonstrated knowledge of the WA Residential Tenancies Act and its application
- Engineering or Building/Construction qualification
- Project Management or Contract Management qualification
- Trade qualification
- White Card

Position Dimensions

Number of staff directly reporting to position	Nil
Number of staff indirectly reporting to position	Nil

Work Locations

This role is based at the Leederville office but will require considerable time (approx. 50-75%) out of the office attending to matters on site.

