



Position Title:	Senior Property Officer	Position No:	CF28
Group:	Corporate Services	Service Area/Section:	Asset & Property
Classification Level:	Administration Services Officer (ASO6)		
Reports to:	Senior Asset Management Officer	Direct Reports:	Property Officer
Special Measures:	<i>Not Applicable to this position</i>		
Location:	Darwin	Date Approved:	April 2025

POSITION OVERVIEW

The Senior Property Officer will lead a small team that manages a portfolio of owned and leased commercial and residential properties, that are located in both urban and remote communities. This position is responsible for a wide range of property management related functions, which are integral to supporting the NLC's strategic objectives and continuity of business operations through the provision of property management services, systems and infrastructure.

KEY RESPONSIBILITIES AND ACCOUNTABILITIES

LEADERSHIP

- Lead by example and demonstrate commitment to the sections service delivery in alignment with NLC's vision, mission, values and business priorities.
- Actively contribute to the overall culture of the NLC by adopting the principles of the NLC People Centred Care and Leadership model, enabling positive contributions to enhance employee engagement and job satisfaction with the section.
- Lead, motivate, develop, and empower team members to deliver in accordance with the Service Area priorities, and section area objectives, within a framework that drives accountability and achievement.
- Ensure the service team staff have a clear understanding of their responsibilities, and encourage open and honest, two-way communication at all levels.

STAKEHOLDER ENGAGEMENT

- Cultivate and maintain collaborative relationships with Traditional Owners (TO) to support the NLC TO centric relationship model and section deliverables.
- Build and maintain relationships with all internal and external stakeholder to ensure compliance and effective delivery of unit service deliverables.
- Actively assist and implement any authorised operational change in order to facilitate ongoing stakeholder commitment to outcomes.

PEOPLE MANAGEMENT

- Foster and maintain a People Centred Care management culture ensuring all people management practices are adhered to in accordance with our leadership model, policy, process under the guidance of senior leadership and P&C Advisory services.
- Maintain accountability and responsibility for:
 - Recruitment of vacant positions in the unit
 - The performance management of direct reports in accordance with the position requirements and NLC's organisational objectives
 - The rostering of resources, timesheets and leave approval
 - Actively supporting relevant Learning and development activities to enhance the service delivery of your team



- Assist with the implementation of key transformative people related initiatives that are designed to guide the NLC into a space of contemporary and culturally safe practice whilst the NLC strives to realise its 'Activating Land and Sea Rights' and 'Building the Bush' strategies.

WORK HEALTH AND SAFETY

- Lead by example and cultivate a work culture and environment that prioritises the wellbeing, health and safety of our staff people centred care and leadership framework.
- Maintain unit compliance and provide a safe working environment in accordance with, the NLC WH&S Management System and associated policies, procedures and plans ensuring you are fulfilling your duty of care in accordance with the legislative requirements.
- Actively support the review and investigation of critical as well as non-critical incidents and other hazards or risks identified timely manner.
- Promote and support organisational work health and safety initiatives

UNIT OPERATIONS

- Coordinate and prepare both Head leases (3rd party) and Employee Residential leases, which includes receipting and refunding of bonds, property inspections as well as preparing ingoing /outgoing reports.
- Undertake and manage property/facility contracts including scoping, negotiating and letting.
- Provide advice and assistance in relation to allocating and managing office space within buildings, including providing reports on the effective and efficient use of facilities management.
- Responsible for the management, liaison and coordination of Contractors in regards to all property/facility repairs and maintenance, including the procurement of items and/assets whilst ensuring that all activities are recorded accurately.
- Ensure that all property and facility management issues are resolved effectively and efficiently, including escalating any issues to the Senior Asset Management Officer.
- In consultation with stakeholders and relevant legislation, assist in the development of property management plans, policies, procedures and reactive / preventive maintenance schedules for all properties within the NLC's 7 regions.
- Assist with the procurement of assets (property/infrastructure), as well risk management, insurance claims and benchmarking activities which include investigations and reporting.
- With guidance, interpret/implement applicable Legislation, Regulations and Standards relating to assets, facilities and property, ensuring you keep up to date of any changes and advise on how they will impact NLC.
- Maintain effective working relationships with all stakeholders to foster good working relationships that encourage an environment of ongoing education, compliance and continuous improvement.
- Perform any other reasonable tasks and duties that are required, that are within the scope of your position classification, service area and skill set as required.
- Lead, coordinate and monitor the units operational service outcomes and performance in accordance with operational plans and requirements.
- Provide the appropriate level of supervision, support, guidance, mentoring and operational processes to support unit and staff performance to standards required.
- Ensure all team members are adhering to all relevant compliance, governance, legislative and organisational requirements and standards.
- Maintain unit associated administrative and record keepings task to standard.

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POSITION REQUIREMENTS

ESSENTIAL REQUIREMENTS

- Qualifications in Property Management and a minimum of three (3) years' experience in a similar role.
- Demonstrated knowledge and experience in Housing or Property Management with a strong understanding of the Residential Tenancies Act 1999, or the ability to rapidly acquire.
- Ability to lead and manage in a diverse and complex work environment with experience in balancing competing priorities, and delegating tasks to deliver a positive outcome.
- Demonstrated cross-cultural, interpersonal and verbal communication skills with an ability to effectively liaise, engage and coordinate across an organisation and to build productive working relationships with work colleagues, constituents and external stakeholders.
- Excellent organisational skills, good attention to detail with a high degree of accuracy, with the ability to determine work priorities, including working with minimal supervision.
- Demonstrated ability to interpret and implement legislation, regulations, lease and contracts including negotiations and management.
- Proven ability to provide a high level of customer-focused service to diverse stakeholders including managing competing complex priorities in a timely manner.
- A strong commitment to ethical and professional conduct, while maintaining a high level of confidentiality.
- Sound analytical and problem-solving skills with the ability to be flexible and adapt in order to achieve outcomes.
- Demonstrated experience in the use of Microsoft office software applications, including a working knowledge of computerised property / asset management systems / databases.
- Current C Class Drivers Licence and the ability and willingness to undertake remote travel in a manual 4WD vehicle or light aircraft.

DESIRABLE REQUIREMENTS

- Demonstrated understanding of, and interest in, the lived experiences of Aboriginal people in the NLC region.
- Project Management experience of small projects in remote locations.