



POSITION DESCRIPTION

Position Title:	Property Support Officer		
Classification:	Band 5	Status	Full Time – Maximum Term
Group:	Corporate Services	Business Unit:	Property Services
Reports to:	Coordinator Property Services		
Direct Reports:	Nil	Date:	November 2025

ORGANISATIONAL CONTEXT

Cardinia Shire Council is committed to building a sustainable shire for present and future generations to enjoy. Council plays an important role in contributing to life in our community. We provide services which supports the wellbeing of our residents now and into the future.

To deliver on our commitment, we are developing a skilled and professional workforce that embraces our organisational culture, values, and demonstrates key leadership capabilities. Our culture is defined by working together, working differently, and working for the future. We value teamwork, respect, accountability, communication, and customer focus. These values underpin our work and our behaviours ensuring we deliver on the Council's vision while maintaining a healthy, engaging, and inclusive workplace.

POSITION OBJECTIVES

To provide administrative support to ensure the effective and efficient operation of Council's Property Services Unit.

KEY RESPONSIBILITIES AND DUTIES

Key responsibilities include, but are not limited to:

Property Agreements

- Administer and maintain information systems in relation to property leases and licenses ensuring these are distributed to relevant teams within Council;
- Ensure all property agreement documentation is accurately maintained and recorded (including financial reporting, insurance certificates and permits);
- Process applications for grazing and other minor licences as allocated, including preparing and executing agreements for such Assist with the compilation of reports for Council and Committee meetings

Road Investigations and Sales

- Investigate enquiries, complaints and requests for lease/licence or sale of Council and Government Roads providing advice and reports where required;
- Investigate, report and resolve property related issues including illegal occupation and encroachments of Council property;
- Process applications for the discontinuance of road, right of way or similar parcels of land, and administer applications in accordance with the Local Government Act and Council Policy;
- Assist with preparation of reports to ELT and Council relating to Road investigations, discontinuance and sale proposals.

Place Names Advisory Committee

- Member of the Council Place Naming Committee, and provision of secretarial support and internal advice;
- Participate in the process of naming of roads, places and features, including completing community engagement plans, reporting internally and to Geographic Names Victoria;
- Liaise with GNV on naming proposals and undertake lodgement of all completed naming proposals;
- Ensure compliance with Geographic Place Names – Naming Rules for places in Victoria.

Financial

- Prepare, submit and process purchase orders and invoice payments;
- Responsible for invoicing Council tenants, including rent and outgoings, implementation of annual rental increases, rent reviews;
- Provision of reports for outstanding debtors, initiate letters for outstanding debts and initiate debt recovery;
- Request quotations from professionals such as surveyors, valuers, property maintenance contractors and fee estimates from lawyers;
- Assist with the management of Council's Land Tax account (SRO);
- Support for operational and capital budget forecasting processes.

General

- Maintain Council's website in relation to Property information, including development of property pages on Council's Intranet and Website;
- Liaise with and seek legal advice relating to property related issues;
- Updating and publishing required information on Council's website in relation to property leases, sales and purchases;
- Provide information and advice in response to general enquiries, including managing the general CRMS requests, and assigning CRMS to team members as appropriate;
- Administer the property inbox ensuring timely responses and seek support from the coordinator when needed;
- Management of Title Search accounts including the access to accounts, undertaking title searches and payments;
- Assist in developing Council policies and strategies;

POLICY AND PROCEDURE COMPLIANCE

- Adhere to (and promote) HR, IT, OH&S/Risk Management policies, procedures and practices.
- Demonstrate understanding and accountability for record keeping policy including the accuracy and capture of data, the sensitivities involved and the release and destruction of documents.

OCCUPATIONAL HEALTH & SAFETY RESPONSIBILITIES

- Take reasonable care for the health and safety of yourself and others in the workplace, ensuring we provide and maintain a working environment that is safe and without risk to the health of employees, contractors, visitors and the general public, as far as is reasonably practicable.
- Ensure all legislative and regulatory responsibilities are addressed and met in relation to occupational health and safety.
- Responsible for ongoing consultation with employees, employee health and safety representatives and supervisors to identify and eliminate hazards and risks in the workplace.
- Ensure hazards, incidents, near misses and injuries are reported immediately and recorded within the appropriate system.
- Actively participate in the planning and execution of Return-to-Work plans as required.

ACCOUNTABILITY AND EXTENT OF AUTHORITY

- Freedom to act set by clear objectives with frequent consultation with supervisor and a regular reporting to ensure adherence to plans.
- Decisions and actions taken are subject to review by the supervisor.
- Act in accordance with position objectives, with regular reporting to ensure adherence to position goals and objectives.
- Make operational decisions within the scope of work allocated.
- Accountability for the quality, accuracy and effectiveness of work produced.
- Freedom to act in accordance with legislative requirements and organisational policies and processes.

JUDGMENT AND DECISION MAKING

- Objectives of the work usually well defined, but method, technology, process or equipment must be selected from a range of available alternatives.
- Guidance and advice is usually available within a time to make a decision.
- May involve problem solving using guidelines, professional/technical knowledge or experience.

SPECIALIST KNOWLEDGE AND SKILLS

- Ability to develop and maintain effective relationships with a diverse range of stakeholders to achieve desired outcomes.
- Ability to research and analyse information and prepare reports for consideration.
- Demonstrate initiative in managing work outcomes, opportunities, and challenges.
- An understanding of the long-term goals of the wider organisation and of its values and aspirations and an understanding of the legal and political context in which it operates.
- Possess a knowledge of systems and protective factors around keeping children and young people safe including child first and child protection reporting/services including Child Safe Standards.

INTERPERSONAL SKILLS

- Possess excellent communication and interpersonal skills with the ability to clearly articulate and present information as required.
- Ability to work independently yet be an effective member of a multidisciplinary team.
- Ability to gain the cooperation, assistance and trust of other employees with the organisation.
- Provide high-quality support and guidance with a demonstrated ability to work collaboratively.
- Proven ability to build and maintain productive and respectful relationships.
- Proven ability to maintain high levels of confidentiality.
- Effective customer service skills, with a strong desire to provide helpful and accurate advice and assistance to employees.

MANAGEMENT SKILLS

- Ability to ensure accuracy of written and verbal communication in a busy environment.
- Ability to operate in an environment with demanding workloads and time constraints.
- Develop and implement processes and provide support to the organisation when change is required.
- Ability to manage own time, set priorities and achieve targets within allocated budgets and resourcing, and where appropriate, that of other employees.
- Contribute to a collaborative and innovative values-based culture.
- Foster innovation and make suggestions to improve work practises and processes.

QUALIFICATIONS AND EXPERIENCE

- Tertiary qualifications (degree or diploma) in related field, industry qualification and/or equivalent experience in a comparable environment.
- Communication and interpersonal skills with the ability to clearly articulate and present information as required.
- A current Victorian Drivers Licence

KEY SELECTION CRITERIA

- Communication, negotiation and interpersonal skills with the ability to clearly articulate and present information as required.
- Able to make sound decisions based on experience and good judgement.
- Knowledge of Property policies, procedures and relevant acts and regulations.
- Ability to deal effectively, diplomatically and confidentially with enquiries and concerns.
- Effective customer service skills, with a strong desire to provide helpful and accurate advice and assistance to employees.

CONDITIONS OF EMPLOYMENT

Terms and conditions of employment are in accordance with the Cardinia Shire Council Enterprise Agreement 2024 and Cardinia's policies and procedures.

Tenure	This is a full-time ongoing position.
Pre-employment checks	All appointments are subject to a National Police Record Check, pre-employment medical check, and a six-month probationary period (new employees only). Certain positions may also require a Financial Background Check, Traffic Check or Working with Children Check.