

POSITION DESCRIPTION

Property and Assets Administration Assistant

Division:	Corporate Services
Department:	Property, Assets and Administration
Job Profile:	CSS Level 2
Award:	Non-Award Band 1
Classification or Salary Band:	Non-Award Band 1
Reports To:	Manager – Property, Assets and Administration

About Us

Ability Options is a not-for-profit organisation that is characterised by a strong Vision, continuous Mission, and universal Values. We keep the people we support at the centre of our hard work by providing Disability and Employment services across NSW. We offer vulnerable people high-quality services that foster their wellbeing and inclusion in the community. We pride ourselves on delivering a person-centred approach, highlighting people's right to both choice and self-determination. We have a passion to make an impact on people's lives. We champion all people to achieve their aspirations and goals, ensuring they are included in their chosen community and have access to a range of opportunities.

The Ability Options workplace is a safe and diverse environment that encourages strong leadership and innovation. People are our greatest asset, as our services create experiences and opportunities for our customers. Our personalised and responsive support is rewarding not only for people using our services, but also for our employees. We work alongside partners who share and exercise our Values of Trust, Inclusion, Respect, Courage and Leadership. Whether it is providing employment opportunities, giving work experience, or assisting people to live in various scenarios, we provide meaningful experiences, and inclusion for everyone.

Our Values



INCLUSION

We **embrace**, **encourage** and support **diversity** in everything we do



LEAD

We are a sector and service leader by **innovating**, **improving**, and **partnering** with others



COURAGE

We **act** on our **values** ensuring they are central to everything we do



RESPECT

We treat our participants, their families, communities, partners and each other with **dignity**, **appreciation**, and **recognition**



TRUST

We deliver on our promises, encourage feedback and work with **honesty** and **openness**

Primary Purpose

The purpose of Property and Assets Administration Assistant is to provide comprehensive administrative support for Ability Options property, procurement, contractor, and fleet management functions. The role ensures accurate data entry, record keeping, compliance monitoring, reporting, and administration across property and vehicle assets.

Through timely and accurate administration, the role contributes to the safe, compliant, and efficient management of Ability Options property portfolio and vehicle fleet.

Key Accountabilities

Organisation/Sector Knowledge

- Develop and maintain excellent working knowledge of Ability Options services, operations, and strategies.
- Understand and maintain knowledge of relevant policies and processes.
- Maintain a working knowledge of organisational structure and roles to ensure you can access and use the support and systems appropriately.

Planning

- Ability to organise, prioritise, manage, and demonstrate accountability of own workload, projects, and administrative tasks.
- Assistance with project delivery tasks eg. telematics, contractor tenders, contract implementation.

Reporting/Documentation/Administration

Ensure the following are kept up to date and attended to in a timely manner:

- Managing centralised team inbox and directing correspondence to relevant team member.
- Processing high volume of accounts payable invoices relating to property and asset operations, including rental schedules, vehicle related expenses, service agreements, and bulk invoicing requirements.
- Preparation of monthly property rental schedule for approval by the General Manager/Executive.
- Processing monthly bulk invoicing accounts, reporting, data analysis and fleet service booking for all sites.
- Processing, maintaining and compliance of all building access records including audits (keys/access cards/alarm codes).
- Assisting in compiling data for budget build, insurance renewal, and tender processes.
- Processing office supply orders for offices as required and responsible for being the user admin of office supply and other larger procurement accounts.
- Updating records within work order, lease management systems and fleet portal.
- Administration of new property set up and closures, new vehicle process, disposal, registration transfers and archiving/record management as required.
- Reporting on maintenance sinking fund activities.
- Ad-hoc Property and Fleet administration as required.
- Administration of vehicle inspection completion and log sheets are kept up to date and keep an oversight of vehicle service and registration inspections reminders.
- Documentation and processing of accidents, insurance claims and fuel card administration.
- Assisting in collating data for insurance renewal data, annual budget build.

- Coordination of vehicle inspections, e-tags and mobility parking scheme administration.

Teamwork and Culture

- Be an effective and participatory team member reflecting the Ability Options Mission, Vision and Values.
- Inspire your colleagues and teams by creating a positive workplace culture driven by our Mission and Values.
- Ensure that all necessary service standards are met or exceeded including Ability Options and regulatory.
- Promote and model the sharing of knowledge and information with team members.
- Assistance in covering any coverage required during periods of team leave.

Communication

- Uses positive engagement techniques that align with Ability Options values.
- Be responsive to stakeholders to ensure transparent and high-quality service provision.
- Adapt communication styles to meet individual needs.
- Maintain effective relationships with a variety of internal and external stakeholders.
- Provides prompt, thorough, and accurate information/reports to the Manager – Property and Assets to ensure they are appropriately informed.
- Ensures communication between the Property, Asset & Administration Team and each other area of the business is kept of a high standard and all queries are dealt with in a timely manner.

Service Excellence – Customer Experience

- Handle service enquiries or problem resolution for a diverse range of internal and/or external customers.
- Able to determine needs and service expectations in sensitive situations and then appropriately adjust processes and own approach.
- Compiling team KPI reporting on a quarterly basis.
- Assisting team with any furniture and equipment procurement as required.
- Recognise and celebrate positive performance.

Quality – Continuous Improvement

- Ensure that regulatory and internal audit, compliance, reporting and continuous improvement requirements are understood and met.
- Able to identify opportunities and make recommendations to drive continuous improvement.
- Assisting with updates of processes relating to property administration matters.

Risk Management – Compliance – WHS

- Maintain up to date knowledge of and compliance with current Work Health and Safety legislation and responsibilities.
- Model and implement safe work practices.
- Ensure WHS issues are raised, and incidents reported in accordance with Ability Options procedure.
- Ensure all business activities are conducted safely and promote the physical and psychological safety of Ability Options People and other stakeholders.
- Ensure all Properties are maintained as per preventative maintenance schedule for proactive risk management.
- Ensure fleet vehicle servicing is completed within schedules in conjunction with fleet management organisation.
- Contractor onboarding administration, compliance document record keeping and auditing.

Position Dimensions

Freedom to Act is subject to Delegation Policy, relevant legislation, regulations, Ability Options' policy and procedures, in conjunction with CEO directives.

Exercise judgement & initiative.

Financial delegations as per Ability Options' policy & within agreed budgets.

Key Relationships

General Managers/Senior Managers	External Contractor & Suppliers
Practice Managers & Disability Services teams	Employment Services Managers & teams
Corporate Services team	Government Departments and Housing Providers
Property Managers and Landlord contacts	Fleet Management organisations

ESSENTIAL CRITERIA

- Previous experience in administration, accounts payable, property management administration, fleet administration, or a related role.
- Strong written and verbal communication skills, with the confidence to engage effectively with colleagues, contractors, suppliers, and stakeholders at all levels.
- High level of accuracy and attention to detail, particularly in the invoice entry/finance administration area.
- Ability to work autonomously, take initiative and possess excellent communication skills to deliver set tasks with accuracy and the appropriate sense of urgency.
- Ability to organise, prioritise, manage, and demonstrate accountability of own workload, and administrative tasks.
- Strong time management skills, and strong organisational and problem-solving skills with an ability to multitask and adapt to changing/competing work priorities.
- Confidence and a good understanding in Microsoft Office programs, and able to learn new systems and operating platforms quickly.
- Demonstrated ability to maintain and improve systems and processes.
- Willingness to travel from time to time for team meetings, and other events.

To be successful in this role, you will need to be able to demonstrate the following attributes:

- A positive, can-do attitude with a willingness to learn and continuously improve.
- Adaptable and resilient to respond to changing business needs, conditions and work responsibilities that achieve successful outcomes.
- Organised, self-motivated and ability to effectively manage multiple tasks, priorities and business needs that achieve quality results.
- Customer focused and able to collaboratively build and maintain relationships with internal and external stakeholders.
- A highly focused attention to detail and record keeping ability.

DESIRABLE CRITERIA

- Previous experience in the not-for-profit sector
- Working knowledge of property, repairs and maintenance processes
- Working knowledge of fleet administration
- Experience using Microsoft forms

COMPLIANCE REQUIREMENTS

DOCUMENT	REQUIRED	OTHER RELEVANT INFORMATION
NDIS Worker Check	No	
Police Check	Yes	
Working With Children Check (NSW)	No	
First Aid Certificate (min. HLTAID011)	No	
Driver Licence (NSW – minimum P2)	Yes	
Motor Vehicle Registration Documents	No	
Comprehensively Insured Vehicle	No	
Professional Qualification	No	If yes, please specify:

SIGN OFF

Employee Name:

Signature:

Date:

VERSION CONTROL

PD DEVELOPED BY: Georgia Strachan – Manager – Property and Assets

PD APPROVED BY: Marina Korneeva – Chief Corporate Services Officer

REVIEWED BY HR: Les Sharpe – Senior Manager – People Services

PD EFFECTIVE DATE: September 2026