



Job Description Form

Property Services Officer

Position Details

Position Number: Generic
Classification: Level 3
Award/Agreement: Public Sector Award and Agreement
Organisational Unit: Housing Services / Region
Location: Metropolitan and Regional WA
Classification Date: December 2018
Effective Date: July 2025

Reporting Relationships

This position reports to:

Property Service Team Leader, Level 5
Regional Asset Manager, Level 5
Housing Services Team Leader GROH, Level 5

Positions under Direct Supervision:

This position has no subordinates.

Role Statement

This position is responsible for managing, controlling and monitoring the property maintenance functions for a designated number of properties within the Housing Management Services area as part of a team, ensuring compliance, accountability and quality control is maintained.

This position reports to a Local Manager within a Region as part of the Housing Management Services portfolio. There is ongoing contact with Housing staff at a range of levels, other agencies and organisations and daily contact with tenants face to face, by phone and in writing.

Housing Management Services will play its part in building better communities by:

1. **OUTCOMES:** Establishing mutually responsible relationships with our customers to promote positive and sustainable social housing outcomes.
2. **SOLUTIONS:** Understanding our customers through effective assessment, and matching housing solutions to their needs.
3. **SUPPORT:** Being attuned to our customers' existing and emerging needs and activating appropriate support services.
4. **FAIRNESS:** Consistently promoting and applying the principles of substantive equality, natural justice and procedural fairness.
5. **IMPROVE:** Engaging with our customers and stakeholders to help us continuously improve our products, services and processes.

Housing Management Services manages approximately 39,000 tenancies across the State. Government Regional Officers Housing (GROH) and Community Housing (rental housing managed by Local Government or non-Government not-for-profit organisations) and bond assistance (interest-free loans to obtain accommodation in the private rental market) fall under the Division, with close links to Aboriginal Housing.

The Department of Housing and Works also has a strong focus on providing home ownership opportunities to public housing tenants.

Key Role Responsibilities

60 %	Property Care and Maintenance:	ensuring properties are maintained and cared for in a way which meets agency and statutory requirements.
25 %	Risk Management:	ensuring contract compliance, accountability, and quality control are maintained.
15 %	Development:	working in a manner consistent with departmental practices, policies and values, coaching and mentoring others, keeping your skills and knowledge up to date, identifying opportunities for improvement.

Position Duties and Responsibilities

1. Customer Service

- 1.1 Apply and work within the Department's Housing Customer Service Charter and Housing Management Services' guiding principles.

2. Property Care and Maintenance

- 2.1 Control, coordinate and initiate maintenance and minor works for allocated rental properties (including GROH where applicable), monitor progress and ensure satisfactory completion of maintenance work in accordance with delegated authority.
- 2.2 Call quotes as required for refurbishment of properties and monitor progress of works through to the completion of project.
- 2.3 Provide a general scope of works for redevelopment properties when required.
- 2.4 Initiate maintenance and minor works, monitor progress and control maintenance expenditure for a given number of rental properties within allocated budget.
- 2.5 Prepare budget submission for maintenance and minor works within allocated round and provide variance reports as required.
- 2.6 Authorise for payment, contractor job orders and other miscellaneous payments within delegated authority.

3. Risk Management

- 3.1 Manage inventory for vacated properties that require Department of Mines, Industry Regulation and Safety approval.
- 3.2 Carry out pre-vacation inspections of properties (including GROH where applicable) to ensure compliance with tenancy conditions and minimal debt to client and the Department.
- 3.3 Liaise with and monitor contractor performance to ensure that work is completed to Housing Management Services standards and direct remedial action as necessary.

4. Development

- 4.1 Carry out a range of other duties that may include opportunities to act in more senior roles and relieving at other branches in the Region.
- 4.2 Work in a manner consistent with the Department of Housing and Works practices, policies and values.
- 4.3 Keep your own skills and knowledge up to date.
- 4.4 Coach and/or mentor more junior staff.
- 4.5 Identify and act on opportunities for increased effectiveness and efficiency in the Branch.

5. Other

- 5.1 Applies Equal Opportunity and Diversity, Work, Health and Safety and ethical principles/practices in all aspects of this role.

Corporate Responsibilities

1. Exhibits accountability, professional integrity and respect consistent with the Department's Values, the Code of Conduct, and the public sector Code of Ethics.
2. Actively participates in the Department's performance development process and pursues professional development opportunities.
3. Participates in emergency or critical event response management duties as required.
4. Undertakes other duties as required.

Work Health and Safety Responsibilities

All Employees (and Volunteers / Trainees / Contractors)

1. Take reasonable care for your own health, safety and wellbeing at work, and that of others who may be affected by your actions or omissions; and comply and cooperate with safety and health policies, procedures and applicable legislated requirements.

Supervisors (if applicable)

2. In addition to the Employees WHS responsibility, ensure as far as practicable, the health, safety and wellbeing of staff under your supervision through the provision of a safe workplace in accordance with health and safety legislation.

Essential Work-Related Requirements (Selection Criteria)

You will need to be someone who can show us they have a proven track record for:

1. Delivering outstanding service to customers every time, especially when circumstances are challenging and problems difficult to resolve.
2. Undertaking property maintenance inspections and other related aspects of property maintenance, upgrade and improvements.
3. Keeping track of a wide variety of tasks and getting things done correctly and on time.
4. Relating to, and working with, people from all walks of life and showing respect for their cultural differences/needs, in particular, those of Indigenous people.
5. Making themselves understood in an appropriate way when speaking or writing to others, often in response to sensitive issues.
6. Identifying opportunities to improve the way things get done.
7. Supporting their own and others' development.

Only existing Level 3 Staff wishing to progress to Level 4 need to address Item 8;

8. To progress to Level 4 the substantive occupant has been at the top of their substantive Level 3 salary range for a period of at least 12 months and meets all the prescribed criteria for the level 4 classification.

Desirable Work-Related Requirements (Selection Criteria)

1. It would be useful, though not essential, if you have a building trade-related qualification and/or experience in the building industry.

Essential Eligibility Requirements / Special Appointment Requirements

1. Appointment is subject to a satisfactory Criminal Record Check conducted by the Department.
2. Flexibility to undertake intrastate travel and to stay overnight or for short periods.
3. The occupant of this position must have the ability to travel to and work in various Department offices in the Perth Metropolitan Area in response to organisational requirements.
4. Possession of a current Western Australian 'C' or 'C-A' Class Driver's Licence or equivalent, and the ability to travel in response to organisational needs. This requirement continues for the duration of employment in this position and from time-to-time production of the licence may be required upon request by the Department.