



Job Description Form

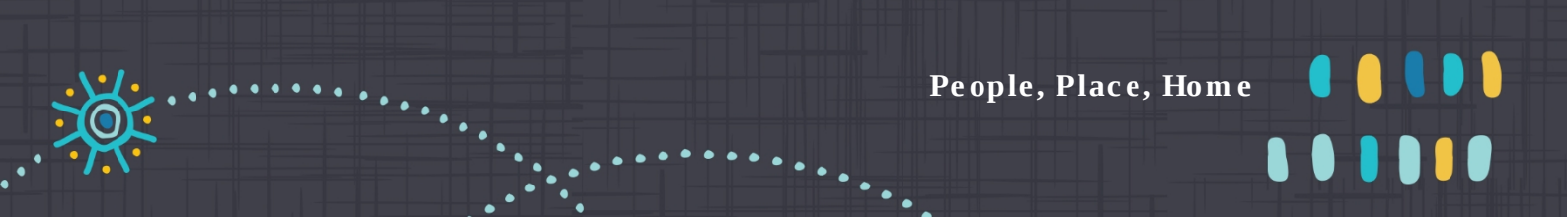
Leasing Officer

Position Details

Position Number:	Generic
Classification:	Level 3
Award / Agreement:	PSA 1992 / PSCA 2019
Organisational Unit:	Department of Communities - Various
Location:	Various
Classification Evaluation Date:	
JDF Review Date:	June 2020

Reporting Relationships

This position has no subordinates.



About the Department

The Department of Communities' mandate is fundamentally about providing pathways to individual, family and community wellbeing. The Department's direction centres on building safe, strong, secure and inclusive communities that empower individuals and families across Western Australia to lead fulfilling lives.

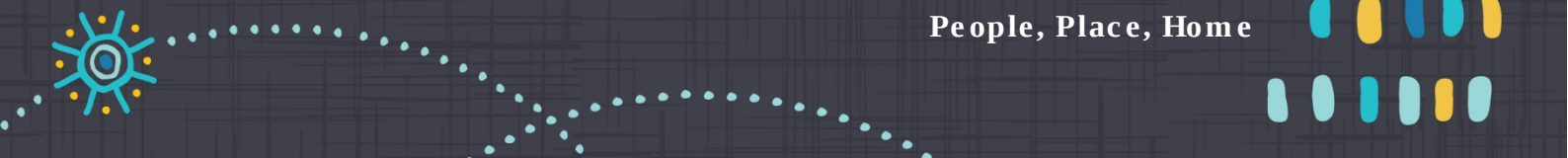
The Department's functions and services include disability services; child protection and family support; social and affordable housing; youth justice; community initiatives and remote regional services reform.

The Department provides the opportunity to implement client centred services within a single outcome based framework across community services in Western Australia. This framework also provides for a specific focus on delivering integrated, place based services, recognising that community and individual needs vary significantly between metropolitan and regional communities.

The Department promotes diversity and embraces a high standard of equal opportunity, health and safety, and ethical practice. All employees are required to comply with relevant safety procedures/guidelines and equal opportunity principles at all times.

Role Statement

This position is responsible for managing and controlling a number of leases from commencement to finalisation to meet with Department of Housing priorities consistent with policy and procedure. Provides a responsive service to customers in the area of leasing and asset management.



Duties and Responsibilities

1. LEASING & ASSET MANAGEMENT

- 1.1. Carries out all procedures for the procurement of leased properties to meet agency requirements.
- 1.2. Develops, negotiates and approves lease contracts and recommends long-term lease contracts where appropriate to meet client demand.
- 1.3. Manages and controls a number of leases in a specified area from commencement to termination.
- 1.4. Investigates and resolves maintenance and other issues concerning leased properties.
- 1.5. Investigates and liaises with prospective investors and refers to management for further consideration and action.

2. CUSTOMER SERVICE & LIAISON

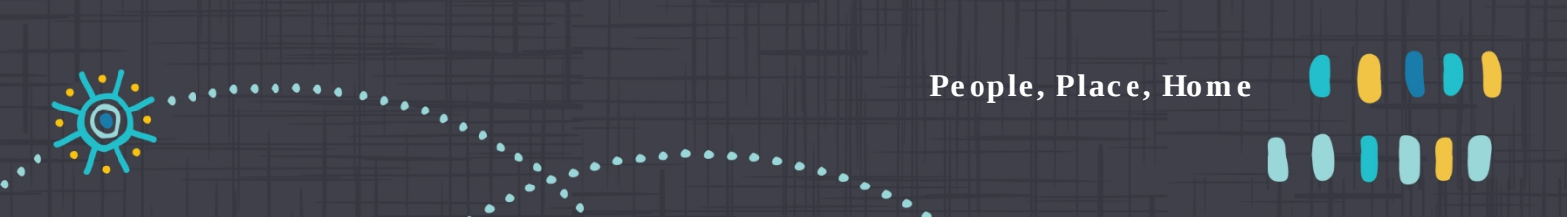
- 2.1. Assists the management team to respond to customer enquiries related to leasing activities.
- 2.2. Provides advice and assistance to customers on all aspects of leasing, and undertakes field visits to determine the status of leases.
- 2.3. Liaises with other Department of Housing regional offices, government departments, real estate agents, valuers, tenants, community organisations, local Shires, and Land Information Authority (Landgate).

3. ADMINISTRATION

- 3.1. Prepares reports and correspondence on outcomes and discussions arising from customer contact
- 3.2. Incurs/certifies payment of accounts related to the management of leased properties
- 3.3. Updates and ensures the validity of data for lease dwellings
- 3.4. Continually assesses current practices and procedures in order to contribute towards the refinement and improvement of service delivery.

4. OTHER

- 4.1. Investigates and prepares draft responses to Parliamentary, Ombudsman and Ministerial enquiries
- 4.2. Performs other duties as directed
- 4.3. Applies equal opportunity, Occupational Health & Safety, and ethical principles and practices in all aspects of this role.



Essential Work-Related Requirements (Selection Criteria)

1. Demonstrated organisational skills.
2. Proven track record in providing a quality and timely customer service to all clients
3. Well developed interpersonal and communication skills, including negotiating, report writing, and preparation of briefs and submissions
Proven understanding of the Residential Tenancies Act, various lease contracts and leasing management
4. Ability to contribute successfully to the management of assets
5. Ability to work independently and as a member of a team

Essential Eligibility Requirements / Special Appointment Requirements

1. Appointment is subject to a satisfactory National Police Clearance.
2. 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.