

PROPERTY & INFORMATION OFFICER

POSITION DESCRIPTION

Position Title:	Property & Information Officer
Responsible To:	Manager, Rates & Receivables
Council Portfolio:	Corporate Services
Council Team:	Finance & Procurement
Classification Level:	Salaried, Level 4

Overview of Portfolio

The Corporate Services Portfolio provides effective and efficient services and insights to strengthen and grow our organisational capability, and support a culture of accountability, transparency and innovation. Additionally, the Portfolio provides the key support functions to ensure Council's subsidiaries, the Adelaide Central Market Authority (ACMA) and Adelaide Economic Development Agency (AEDA), deliver their objectives in accordance with their respective Charters, statutory requirements and obligations.

Overview of Team

The Finance and Procurement Team ensures that public resources are effectively managed to enable the delivery of Council's priorities and strategic plans, funding a long-term financially sustainable approach to governance, and creating significant public value through its sustainable procurement practices.

Key Relationships / Interactions

Internal	CoA employees across all Portfolios, Programs and Corporate Teams
External	REISA (Real Estate Institute of South Australia)
	Ratepayers, Business Owners and Property Owners
	Local Government
	Developers, Builders, Architects and associated Consultants
	Infor (Pathway Provider)
	Land Services & Valuer General
	Managing Agents & Strata Managers
	Emergency Services
	Australia Post
	ECSA (Electoral Commission of South Australia)

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Primary Purpose

As part of the Finance and Procurement team, the Property & Information Officer will undertake day to day management of the property database through the maintenance of accurate site, title and building maps to ensure the data is up to date to reflect current and actual details. The role ensures the compilation and maintenance of the Voter's Roll.

Responsibilities

The Property & Information Officer is responsible for;

- Allocating and interpreting street numbers in accordance with Council policy to all new developments.
- Updating the property database with all property ownership and occupancy changes
- Maintaining and updating the property database through understanding of ownership structures, titles and undertaking inspections and site visits for the valuers and the corporation.
- Ensuring that the Voter's Roll and understanding of voting entitlements is maintained accurately to enable preparation of the roll by September and March each financial year and provision of expert advice to council voters regarding voting entitlements.
- Providing specialist advice to the administration, valuers and customers on issues pertaining to street numbering, the Voter's Roll, the property system and Rating assessments.
- Interpreting commercial Tenancy Information Schedules to ensure commercial occupier records are up to date.
- Coordinating customer enquiries as per corporate requirements, for their part of the city, and investigating and responding to customer complaints.
- Thorough auditing, supporting others with how to use the pathway database, responding to queries and identifying those who need training and training them.
- Developing working relationships with property developers, lawyers, managing agents, ratepayers and occupiers to ensure tenancy information is correctly updated in the Pathway database.
- Undertaking complex property divisions, to ensure each property is correctly set up for the corporation including understanding Land Divisions, valuers and the ratepayers.
- Assisting the planning department annually to assist with compliance issues.
- Undertaking projects to improve the database and processes overall.
- Liaising with the Lands Title Office (LTO) to ensure up to date property records such as titles and parcels and interpret and undertake research where new situations arise, Providing updates to the GIS officer with regards to changes to the City Map database.

Responsibilities for all employees

- Model and champion an inclusive, respectful, and ethical workplace culture, aligned with our CoA values and Employee Behavioural Standards, actively promoting equal opportunity, diversity and equity.
- Adhere to organisational policies and WHS requirements while promoting a safe, inclusive environment that safeguards both physical and psychological wellbeing for self and others.
- Promptly report WHS incidents or near misses and use equipment, supplies, and personal protective equipment safely and responsibly.
- Adhere to security and safety requirements (physical and cyber) by following secure information/data handling practices and procedures that support and secure our systems.
- Proactively identify and report any cyber security risks, breaches, incidents, or suspicious activity such as phishing, unauthorised access, or mishandling of information.
- Complete all mandatory training and ongoing professional development.

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Position Criteria

Qualifications	Successful completion of Year 12 or equivalent. A tertiary qualification in Business Administration or commensurate experience in lieu of formal qualifications.	Essential
People Management	Ability to be collaborative, enabling and solution oriented.	Essential
Technical Knowledge & Experience	High-level problem-solving skills. Display a sound knowledge of interpreting and applying relevant Policies and Operating Guidelines. Demonstrating an understanding of the Property Councils method of measurement and how to apply these principles to different land use codes through the correct interpretation and measurement of building plans. Understanding of and implementation of the Local Government Act, The Housing Improvement Act, the Rating Policy and the Street Numbering Policy.	Essential
	Experience in a property setting including highly developed communication (in correspondence and verbal), analytical and consultative skills. A demonstrated ability to be able to read, interpret and analyse building plans, titles and community plans in order to make determinations about rateability and property records. A demonstrated history of working in a statutory environment (preferably in a rating/taxation context). Experience in undertaking property inspections.	Desirable
Project Management	Understanding of a project life cycle, and ability to assist with strategies relating to the projects and programs and ability to promote cross functional collaboration. Prepared to take ownership and accountability for deliverables.	Essential
Innovation & Initiative	Ability to develop creative solutions, problem solve and achieve innovative outcomes that enhance the delivery of services provided by the programs. Ability to be adaptable and flexible, have a commitment to continuous improvement and can review procedures and systems and to recommend changes where appropriate. Ability to display flexibility, initiative and the use of discretion in daily service delivery.	Essential
	Ability to make decisions for the Corporation's database regarding unusual property situations that require interpretation of different ownership structures, occupancies, community plans and rateable areas.	Desirable

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Resource Management & Decision Making	A demonstrated history of being able to prioritise and manage conflicting deadlines, and working effectively under pressure.	Essential
Professional Development	A commitment to ongoing professional development and continuous learning.	Essential
Customer Commitment & Integrity	A commitment to internal and external customers demonstrated through the provision of timely, reliable and expert advice on matters within area of responsibility. Ability to maintain a high degree of discretion, integrity and confidentiality and exercise sound judgement in dealing with sensitive and confidential matters.	Essential
Collaboration & Communication	Ability to compose and present correspondence of a non-specialist nature. Capacity to work independently with minimal direction, to work under pressure, and to work collaboratively in a team environment. A high level of written and verbal communication skills, including tact and diplomacy and able to display such skills to all levels within the organisation and greater community.	Essential
Administrative Skills	Experience in providing a broad range of administrative services at an advanced level and with high levels of accuracy. Strong organisational skills, the ability to successfully manage competing priorities, maintain attention to detail and meet deadlines. Strong attention to detail including the ability to work with complete accuracy in maintaining property records. Advanced skills in MS Office computing applications including word processing, spreadsheets and the property database.	Essential
Government Experience	Experience working in a government environment. A demonstrated history of working in a statutory environment preferably in a rating/taxation context.	Desirable

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Our Values

Our values will guide us towards becoming a stronger, more effective organisation with a positive and mutually beneficial work environment for everyone.

Our Values



-  **ACHIEVEMENT**
-  **COLLABORATION**
-  **CUSTOMER COMMITMENT**
-  **INTEGRITY**
-  **INNOVATION**

Achievement

- Deliver what matters
- Ensure clarity of direction and unity of purpose
- Inspire excellence and strive for outstanding results



Collaboration

- Work together to build successful teams and partnerships
- Be open, inclusive, and share knowledge
- Seek, provide and act on feedback



Customer Commitment

- Know your customers and put them first
- Listen to and understand customer needs
- Be responsive, close the loop and deliver on promises



Integrity

- Own your actions, successes and mistakes
- Act with transparency, honesty and respect
- Do what you say you will do



Innovation

- Look for ways to improve and create positive change
- Think broadly and take a wider viewpoint
- Be responsive to new ideas and opportunities



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Special Conditions

- Performance will be based upon the delivery of the agreed goals recorded in your Performance Review documentation.
- Some out of hours work may be required in order to meet the requirement of the role.
- An unencumbered South Australian Drivers Licence may be required.
- A satisfactory Police Clearance may be required.
- A satisfactory Medical Clearance may be required.
- Where applicable, I have reviewed and understand the delegations associated with this position.

Physical Demands

Task	Office Workstation
Work Area	Various
Physical Demand Rating	Very Light Work

The below table summarises the physical demands of this role.

Physical Demand	O	F	C	Description	FCA Notes
Sitting		✓		Ergonomic adjustable chair	Critical Range of Motion: Shoulder to 90° flexion. Lift Capacity: Up to 2kg (ream of paper). Push / Pull Force: N/A Environmental Factors: Indoor. Carpet in most offices. Lift access in most buildings. Task Rotation: tasks are varied by the worker. Pause exercises, stretches and standing up are self-directed by the worker. Workers can alternate sides with the computer mouse. PPE: Office attire and appropriate footwear.
Standing	✓			Accessing folders, p/copier, talking to others	
Walking	✓			Meeting with others, moving between rooms	
Climbing	✓			Option to take the stairs	
Bending	✓			Reaching down to low shelves, p/copier	
Squatting	✓			Reaching down to low shelves, p/copier	
Gripping		✓		Mouse, stationery, phone	
Forward Reach	✓			Typing, using the mouse, phone usage	
Lift	✓			Light items, folders, paper and documents	
Carry	✓			Short distances within the building /office	

O = Occasional (1–33%), F = Frequent (34–66%), C = Constant (67–100%).

*This is a general statement regarding the physical requirements of the role. The inherent physical requirements are underpinned by Job Dictionaries, which can be accessed by contacting the People Team (OSCAR).

Agreement

This Position Description is only descriptive of the type of duties to be undertaken by you during your employment and you accept the Corporation may require you to carry out any duties which are within your skills and competence.

**** Electronic Offer**** By accepting your letter of offer electronically you are agreeing to the work profile / job description attached to your offer.