

Position description

| | |
|-------------------|--|
| Position | Assistant Property Manager/Lease Administrator |
| Group | Property |
| Reports to | Group Manager Property Management |
| Location | 1010 LaTrobe Street, Docklands |
| Date | February 2020 |

Our organisation

VicTrack owns Victoria's transport land, assets and infrastructure and works to protect and grow the value of the portfolio, to support a thriving transport system, and make travel and living better for Victorians.

With much of the asset portfolio dedicated to transport – our lands, infrastructure, trams and trains, and telecommunication networks – our focus is strategic asset management and supporting the delivery of better transport solutions. With a strong commercial focus we invest back into transport and communities, and support other non-commercial activities like community projects and environmental and heritage preservation.

Our core functions

Victoria's *Transport Integration Act 2010* sets out the objectives for each transport sector agency, and as the asset owners, our role is to manage the assets consistent with transport system objectives. Our core functions include:

- Telecommunication services and network infrastructure that supports public transport
- Managers of land set aside for transport purposes, including the development and sale of land no longer required for transport
- Project management and civil engineering services for rail infrastructure upgrades
- Transport facilities and asset management, including the open access Dynon Rail Freight Terminal and heritage, buildings and environmental preservation

Our business groups

Our business is made up of three specialist delivery groups including Property, Telecommunications and Project Delivery, which are supported by the Office of the Chief Executive and Business Services. Each delivery group provides various disciplines in assets management and service delivery.

Our vision

To grow as a commercially sustainable corporation that supports the delivery of government policy and achieves triple bottom line outcomes through a strong commercial focus and environmental sensitivity and provides a range of social benefits to Victorian communities.

Our mission

To improve the value of assets that VicTrack manages for the state and deliver a range of commercial services and projects that improve Victoria's transport system and contribute to the state's liveability and sustainable economic development.

Our values

- Respect
- Professionalism
- Achievement
- One team

Dimensions

Reporting Relationships

This role reports to the Group Manager Property Management

Budget

NA

Other

NA

Purpose of the position

To provide assistance to the Property Management team to ensure the team achieve their deadlines and meet their targets.

Key accountabilities/functions

- Perform administrative tasks within VicTrack's standards and procedures for Property Management to support a smooth and timely operation of the team. This will include, but is not limited to, scheduling meetings, filing, routine report compilation, invoicing, raising purchase orders, etc;
- Ensure that the Property Management team lease/licence documentation is prepared, then filed, maintained and registered in accordance with Company Policy;
- Contribute to the development of procedures and practises necessary to maintain effective and efficient records management processes within Property Management;
- Assist the Property Management team to ensure compliance with lease obligations by maintaining lease files and related correspondence;
- Working with VicTrack's outsourced Property Management Service provider in all matters relating to the leasing portfolio

- Monitor invoicing for tenants to ensure the accurate and timely recouping of costs and follow up outstanding amounts;
- Complete Lease Administration Forms to provide tenant, lease & billing information to the finance team & others where required to ensure correct invoicing occurs
- Review council rate notices and utility charges for accuracy and where appropriate determine distribution of proportional charges to tenants, process invoices and perform cost recovery;
- Deliver a high level of customer service by responding to administrative requests in a timely manner to support the team achieve shared outcomes;
- Build and maintain a strong working relationship with a large network of Stakeholders including tenants, potential tenants and local community to enhance VicTrack's reputation;
- Conduct periodic property inspections to support the Property team;
- Undertaking, investigate and research files to support land related projects and data validation tasks.

Customer focus

At VicTrack we require staff to practice Customer Focus by recognising the importance of valuing customers (internal and external) and ensuring that all activities are oriented towards meeting their needs. This is about listening to customers regarding their expectations and focusing on delivering solutions that address their needs. Customer focus also includes proactively seeking and acting on feedback to enhance the customer experience.

This position has organisational responsibility to ensure our collective approach to a customer centric approach is delivered, managed and monitored.

Safety and environmental responsibilities

Ensure safety and environmental instructions are adhered to and report any inappropriate practices and incidents. Comply with Occupational Health & Safety Act in regard to self, tenants and customers, and environmental legislation in regard to preserving the environment.

Safely Accessing the Rail Corridor

All staff who may be required to come into contact with rail activity, including design work and the management of other staff, shall:

- Be responsible for their actions where those actions can in any way affect or compromise railway safety;
- Be aware of the railway safety requirements associated with their duties and responsibilities;
- Take whatever action is possible to prevent the occurrence of unsafe conditions and / or incidents;
- Report any railway safety problems / hazards of which they become aware to the Group Manager Safety.

Individual attributes

Qualifications

- Tertiary qualification or studying towards a relevant qualification in Property Management would be well regarded.

Knowledge & Experience

- Relevant experience in lease administration and property management
- High level of customer service with experience in liaising with external clients, the general public and at all levels of business.
- Experience working in a property environment dealing with a wide range of property based issues.

Skills

- Excellent verbal and written communication skills
- Ability to interpret leases, licences and similar legal documents
- Well-developed Microsoft Office skills including excel, power point, flow charts
- Attention to detail
- Reliability, honesty and integrity
- Ability to prioritise and manage tasks
- Ability to work independently and use initiative to progress workflow.

Interpersonal and Other Features

Internal Relationships

Property colleagues and whole of VicTrack.

External Relationships

Government bodies, tenants and other external clients