

# Position Description

## Property Officer

Wesley Property

### 1. Introduction

Wesley Mission is a long-established community services provider working throughout NSW & ACT and committed to “Doing all the good we can; because every life matters”.

Wesley provides a broad range of services, including:

- In-Home Care for Seniors
- Out of Home Care (Foster Care)
- employment, In-Home and Day Care and accommodation services for People with a Disability
- Retirement Living
- Specialist Homelessness Services
- Training and Employment services
- Mental Health and Suicide Prevention
- Advocacy for Gambling Controls

Directly or indirectly, the services all make use of property. More information [here](#).

Wesley Mission is seeking a qualified and experienced Property Officer to join and help run our property portfolio management.

Candidates should have substantial, hands-on experience in managing diverse portfolios of real estate assets, ideally within sectors such as retail, utilities, property, or large-scale facilities, and demonstrated ability to optimise asset performance, plan lifecycle management strategies, and oversee the full asset lifecycle.

Wesley Mission is also a multi-site, multi-generational church. Candidates should be familiar and comfortable working in an environment where the Word (Scripture) and Deed (actions) together inform all we do.

### 2. Duties

1. **Operational Efficiency:** Support site searches, negotiate leasing and make-good obligations, and disposals to enable Wesley Mission’s operational teams to optimise their outcomes. Assist in streamlining property-related processes, to reduce costs and improve service delivery
2. **Strategic Contribution:** Contribute to property strategy decisions, with data such as occupancy rates, travel times, maintenance costs, etc. Help align property management with organisational values and long-term goals
3. **Relationship building:** Liaise with tenants, contractors, and internal teams, fostering trust and collaboration. Act as a key point of contact for property-related issues, showing responsiveness and professionalism.

### 3. Key Responsibilities

- **Critical Date Monitoring:** Track and manage key property-related dates (like lease renewal notice dates) to ensure timely actions and compliance
- **Portfolio Search, Acquisition & Disposal:** Lead property identification, lease negotiations, maintenance, refurbishment, and disposal activities. Conduct searches for new properties aligned with Business Case requirements, including liaising with real estate agents and relevant stakeholders
- **Stakeholder Engagement:** Collaborate with internal departments (Legal, IS, Finance, Procurement) and external stakeholders including managing agents, property owners, and tenants to support property-related initiatives
- **Executive Reporting:** Prepare submissions for the Executive Leadership Team (ELT) and Requests for Mandate to support strategic property projects
- **Portfolio Reporting:** Oversee regular reporting on property portfolio performance, project progress, occupancy, and maintenance
- **Property Leasing:** Arrange property viewings for prospective tenants and assist with leasing processes, including negotiating lease terms, planning lease exits/make goods, lease compliance
- **Property Database:** ensure all updates are current to preserve the integrity of the data
- **Facilities Management:** Assist with FM for leased portfolio, ensuring tenants receive service and landlords have a central point of contact
- **Meeting & Appointment Coordination:** Schedule and manage appointments and meetings. Provide support with room bookings, minute-taking, and document preparation to facilitate property management operations

### 4. Selection Criteria and Key Experiences

To be successful in the role of Property Officer, candidates must demonstrate the following selection criteria and bring relevant experiences that directly contribute to effective asset management within a complex organisational environment.

#### 4.1 Demonstrated behaviours

- willingness to affirm Wesley Mission's vision, mission and values and enthusiastically advocate our Word and deed ministry
- demonstrated ability to work well as an effective team player with a positive can-do attitude
- relates well to a range of people with excellent listening and problem-solving skills
- confident professional with initiative and business acumen
- Displays emotional maturity and resilience.

#### 4.2 Demonstrated skills/knowledge

##### 4.2.1 Administration

- Outstanding attention to detail with a passion and pride in your work
- Ability to demonstrate strong oral and written skills, including presentations with a genuine commitment to customer service
- Ability to manage multiple projects simultaneously
- An inherent desire to deliver the best service and ability to work at a quick pace
- Ability to meet deadlines and work effectively within a team environment
- Passionate about learning and adapting to continuous improvement



#### 4.2.2 Decision

- Have sound analytical and decision-making skills
- Ability to use initiative in the workplace and demonstrate problem solving skills
- Experience in working across team environments as well as taking responsibility when working alone.
- An ability to operate within processes put in place as well as an ability to suggest improvements

#### 4.2.3 Systems

- Experience with Geographic Information Systems, preferably MapInfo is highly desirable.
- Experience using a property database is essential, ideally GreenTree and SPM Assets
- Knowledge of property management systems.
- Financial administration skills that allow you to pick up any finance process with confidence; we want you to OWN this role

#### 4.2.4 Leasing

- Experience in performing market assessments for new business opportunities in a geographically dispersed network is highly desirable.
- Experience in Property Management large complex asset portfolios of office, retail and owned real estate
- Exposure to the property settlement processes, lease/licence administration, procurement of services, contracting
- A passion for progressing a career in property management
- Passion and drive for the property industry together with a confident nature
- Proven ability to administering a high volume of transactions, understanding complex and sensitive property matters
- Experience managing property insurance values and claims

#### 4.2.5 Stakeholder

- Proven ability to develop positive working relationships and rapport with clients
- the ability to provide exceptional, quality customer service

#### 4.3 Desirable skills/knowledge

- Proficient skills across all MS Office products and use of property database
- Up to 2 years' experience in a property role e.g. town planning, cost planning, project management or land development will all be considered. Property management preferable
- Relevant Tertiary qualification in Property and/or Property Valuation such as Land Economy, Conveyance, Diploma or equivalent
- Drivers licence, driving corporate cars will be required as part of this role.

## 5. Key Relationships

The Property Officer reports to:

Wesley Mission's Property Asset Manager

Key relationships:

Wesley Property Team

Community Housing

Retirement Villages

Executive and Operations Managers across Wesley Mission

