

Position Title:	Property Management and Maintenance Officer		
Position Level:	Level 3/4	Employment Agreement:	2024 City of Bunbury EBA
Directorate:	Infrastructure	Position Number:	HR5005
Business Unit (Department):	Waste, Fleet & Depot Operations	Primary Location:	Works Depot
Team:	Property Management, Maintenance & Leasing	Hours:	76 / Fortnight

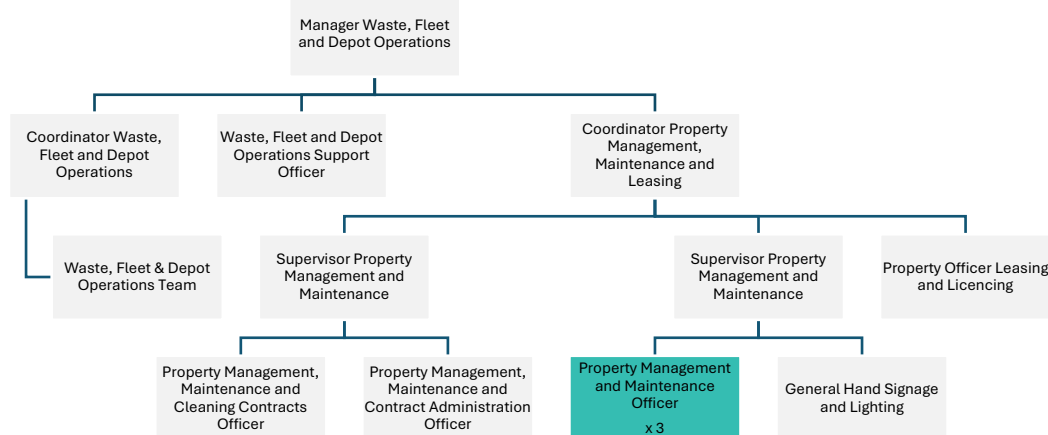
Position descriptions are amended from time to time, therefore you should not rely on a printed copy being the current version. Please consult the People & Safety Department to ensure that the version you are using is up to date.

This document is available in alternative formats (e.g. larger font) if requested.

Position Objectives

The Property Management and Maintenance Officer is responsible for supporting the maintenance and functionality of City owned buildings and facilities, including carrying out minor repairs, lighting and signage requests, and site inspections. This role also supports the provision of safe, clean, and serviceable assets for community and operational use, while contributing to initiatives that improve the safety, efficiency, and effectiveness of Property Management, Maintenance & Leasing maintenance activities.

Property Management, Maintenance & Leasing Team Structure



Key Accountabilities

- Undertake routine inspection of Council buildings and infrastructure (including but not limited to street furniture, rotundas, stairs & boardwalks).
- reporting any defects and report needs to the Supervisor.
- Carry out minor repairs including carpentry, painting, patching, and fittings replacement.
- Assess building defects reported by tenants or users of City facilities and undertake timely repairs.
- Support the delivery of programmed and reactive works for City owned facilities and city infrastructure eg: shelters, street furniture and other timber structures, to a high standard.
- Ensure all City of Bunbury lighting installations are maintained in an electrically safe condition.
- Ensure the continued and safe operation of City of Bunbury electrical installations and equipment with an emphasis on identifying essential maintenance services associated to key infrastructure.
- Design and manufacture City signage requirements, including external signage fabrication requests.

Authority and accountability

- Assist with the procurement of Property Management and Maintenance stock items and consumables.
- Assist with the management and maintenance of the software required to perform the design elements of the signage fabrication, including but not limited to updating of the software and hardware.
- Undertake and coordinate routine site inspections and minor repairs with limited supervision, ensuring quality and timeliness of outcomes.
- Assist with the City's decorative lighting and banner installations and replacement procurement.
- Support the property management and maintenance programs in line with operational priorities.
- Assist in the procurement and management of property management and maintenance tasks within approved budgets.

- Undertake administrative tasks relevant to the property management and maintenance activities.
- Maintain work areas in a clean, safe, and efficient condition, ensuring compliance with workplace safety standards.
- Provide guidance and on-the-job support to less experienced staff or new employees as required.
- Ensure work tasks are completed in accordance with established procedures, policies, and required timeframes.
- Responsible for the proper use, care, and maintenance of assigned materials, tools, equipment, vehicles, and plant.
- Maintain and complete daily safety and maintenance checks for assigned plant and tools.
- Provide courteous, efficient advice and support to both internal and external queries.
- Responsible for making technical and operational decisions relating to own safety and that of other employees and public.
- Maintain accurate records and generate reports as required.
- Ensure correspondence is responded to within agreed timelines and quality standards.
- Be available to respond and attend to after hour calls for reactive maintenance as directed by the Supervisor Property Management and Maintenance.

Judgment and problem solving

- Liaise with Supervisor Property Management and Maintenance regarding materials, scope, and constraints on scheduled tasks.
- Create minor repair programs in consultation with relevant officers.
- Resolve minor day-to-day matters or enquiries using sound judgment and established procedures.
- Prioritise workload based on operational needs and available resources.
- Identify and resolve minor operational issues, referring complex issues to the Supervisor Property Management and Maintenance.
- Interpret and apply Council procedures, specifications, and safety standards to Property Management & Maintenance work.
- Apply developed operational skills to safely and efficiently use and maintain tools, plant, and equipment in accordance with Council procedures and safety standards.
- Maintain accurate records and documentation to support Property Management & Maintenance operations.
- Contribute to continuous improvement by supporting process enhancements, sharing knowledge, and assisting colleagues as required.
- Apply established procedures to review documents and prepare reports.
- Organise and support meetings, including scheduling, preparing agendas, taking minutes, and following up on actions.

Specialist knowledge and skills

- Apply developed knowledge of Property Management & Maintenance procedures, systems and processes.
- Assist the Supervisor Property Management and Maintenance to undertake and implement scheduled electrical installation and maintenance works/activities (RCD Testing, test & tag etc.).
- Operate relevant tools, machinery, and equipment safely and efficiently in accordance with training and manufacturer guidelines.
- Participate in training programs and initiatives to further develop technical competence.
- Stay updated on industry trends, best practices, and emerging technologies in property management and maintenance.
- Prepare accurate correspondence, reports, and project documentation using templates, systems, and local government processes and procedures.

Management skills

- Provide day-to-day direction and guidance to Contractors as directed by the Supervisor Property Management and Maintenance.
- Monitor condition of assets and report emerging issues or risks.
- Monitor the quality and timeliness of work performed by Contractors and report progress to the Supervisor Property Management and Maintenance.
- Ensure compliance with workplace policies and procedures, including the fitness for work policy.
- Coordinates and prepares administrative tasks such as meeting minutes, agendas, reports and financial management such as purchase orders and invoices.
- Undertake other duties as directed by the Supervisor Property Management and Maintenance.

Interpersonal skills

- Actively participate in team briefings, toolbox meetings and safety discussions.
- Provide a high level of customer service to general incoming and outgoing enquiries.
- Communicate clearly and professionally with staff, Councillors, community members, and external stakeholders.
- Foster positive working relationships with colleagues and external parties to support cooperative and transparent property management and maintenance practices.
- Act in accordance with CoB values; promote and model an integrated 'one team' approach to working across all components of the City of Bunbury.

Key Relationships

Reports To	Supervisor Property Management and Maintenance
Supervises	Contractors
Indirect Positions Managed	Nil
Key Internal Relationships	- All City of Bunbury Employees - Infrastructure Departments - Bunbury Regional Art Gallery Team - Bunbury Museum & Heritage Centre Team - Libraries & Learning Teams - Bunbury Wildlife Park Team - Sport & Recreation Team - Reconciliation and Community Partnerships Team - Community Development Team
Key External Relationships	- Local and State Government Agencies - Vendors, Suppliers, Consultants and Contractors - Industry Specific Professional Groups - General Public - Local Business - Community Groups - City of Bunbury Ratepayers and Residents - Sporting Bodies

Financial Accountability and Delegations

Financial Accountability	- Acts within established practices. - Purchasing limit \$Nil
Delegations	Nil

Extent of Authority

This position may exert influence in the following:	
- Prioritise own work to ensure all tasks are performed within a satisfactory timeframe. - Exercise initiative and/or judgement within clearly established Policies and Procedures. - Is fully accountable for the content, accuracy, validity and integrity of advice provided. - Acts within the organisational values, Code of Conduct, strategic plans and priorities, legislative and regulatory frameworks, delegations, and organisational policies and procedural frameworks and guidelines.	

Requirements of the Position

Qualifications and Experience	Essential	Desirable
Qualifications or relevant experience in accordance with the requirements of work in this level, which may be acquired through a Certificate II or a non-trades Certificate III, however described.	✓	
Certificate II or non-trades Certificate III and formal training or extensive experience in supervision; and/or knowledge and skills gained through on the job training.		✓
Construction White Card (Safety Awareness Certificate).	✓	
Forklift Drivers Licence.		✓
EWP (Elevating Work Platform) Operators Certificate.		✓
Chainsaw Ticket.		✓
Demonstrated experience in building and facility maintenance.	✓	
Experience communicating effectively with internal and external stakeholders.	✓	
Current Working with Children Check (WWC).		✓
Demonstrated experience in following established safety protocols.	✓	
Valid WA Drivers Licence or equivalent.	✓	
Current National Police Clearance.	✓	

Skills and Knowledge	Essential	Desirable
Knowledge of construction and maintenance standards applicable to buildings.	✓	
Ability to follow maintenance programs and project plans.	✓	
Familiarity with basic procurement and contractor coordination.		✓
Understanding of building codes, relevant Australian Standards, and asset maintenance software.		✓
Demonstrated ability to apply developed trade skills.	✓	
Strong relationship building skills to support outcomes.	✓	
Strong interpersonal skills and proven ability to work autonomously and as part of a team to gain co-operation to discuss and resolve problems.	✓	
Strong organisational and communication skills to streamline processes and improve efficiency.	✓	
Demonstrated organisational skills with the ability to handle multiple assignments.	✓	
Demonstrated time management and prioritisation skills.	✓	
Disciplined approach and attention to detail.	✓	
Contribute to a collaborative and positive team workforce environment/ culture and by demonstrating a positive attitude, respect, accountability and teamwork.	✓	
Ability to follow work instructions and complete tasks within set timeframes and with minimal supervision.	✓	
Excellent administration and organisational skills including time management, written and verbal communications and ability to continually improve on and streamline processes.		✓
Ability to work varying hours on occasion, including weekends and evenings.	✓	
General knowledge of Equal Employment Opportunity and Diversity Acts.	✓	
Understanding key workplace health and safety laws and regulations applicable to the role and position.	✓	
Actively participate in safety initiatives.	✓	
Contribute to a collaborative and positive team workforce environment/ culture and by demonstrating a positive attitude, respect, accountability and teamwork.	✓	
Knowledge of relevant Local Government function, legislative and statutory requirements and/or contemporary governance principles and standards.		✓

For specific Role Expectations applicable to this position, the position holder will refer to the Role Expectations Guide on the City's Intranet. The person accepting the position will be required to sign off that they have received and understood their Role Expectations.

Mission Statement

Welcoming and full of opportunities

Organisational Values

Employees at the City of Bunbury observe the following Values in their day to day activities:



We are Community

C

- We are one team
- We keep each other safe
- We display empathy and respect
- We have fun and celebrate our successes
- We work together to achieve great outcomes



We are Open

O

- We are open to opportunities
- We actively listen and think things through
- We are inclusive and treat everyone equally
- We are honest and open in our communications
- We are open to feedback to improve our performance



We are Brave

B

- We lead the change, we own it
- We trust and empower each other
- We have the difficult conversations early
- We hold ourselves to the highest standard
- We have the courage to improve and simplify

#WEARECOB

Misconduct and Ethical Decision-Making

City of Bunbury employees are required to comply with the Employee Code of Conduct and refrain from behaviour that constitutes misconduct.

Employees must:

- Apply accountable and ethical decision-making principles within the work environment.
- Ensure all actions and decisions are impartial and unbiased and can be justified and accurately explained.
- Be accountable and transparent in all work activities.
- Do your job effectively and as efficiently as possible.
- Declare and appropriately manage any potential conflicts of interest.
- Comply with all relevant legislation, City of Bunbury Council Policies, Management Policies and Employee Code of Conduct.
- Report any suspected misconduct including breaches of the City's Code of Conduct, to your Manager, Director or CEO.
- Act fairly and justly, abiding by principles of due process and natural justice.

Risk Management

- Understand and adhere to the Risk Management Policy, Management Policies and related procedures. When required, undertake risk assessments for all proposed projects in consultation with Team Leader, Manager or Director.
- Apply sound operational risk management practices within the work environment.

Customer Service

- Foster, advocate and implement the City's Customer Service Charter.
- Aim to exceed customer expectations.
- Strive for an element of consistency from one service transaction to the next.
- Through the delivery of outstanding service, establish a reputation of customer service excellence through service delivery.
- Deal with enquiries from customers and provide or arrange for the provision of the appropriate information or redirect the customer to the appropriate service provider.

Work Health and Safety

Managers/Supervisors must:

- Ensure adherence to WHS policies and procedures and be aware of their own responsibilities listed herein.
- Consult and cooperate with workers and Health and Safety Representatives (HSRs) on WHS issues to gain a thorough understanding of key risks, enabling accurate reporting at WHS Committee Meetings.
- Ensure workers are provided with the information, instruction, training, and supervision they need to work safely.
- Identify, assess, and control hazards (physical and psychosocial) within their area of responsibility by applying the hierarchy of controls and actively using and monitoring the safety management system.
- Encourage early reporting of incidents and hazards, gather initial information to assist investigations, and forward details to the WHS Team immediately.
- Ensure workers are aware of and comply with all relevant WHS procedures, particularly those relating to the operation of plant and equipment.
- Develop safety documentation as required, in consultation with workers, and ensure these are followed.
- Provide PPE as required, and ensure workers are trained in correct use, fit, and storage requirements.
- Ensure all plant and equipment is safe to use and maintained in accordance with manufacturer recommendations and legal requirements.
- Foster a positive and respectful workplace culture that supports psychological health and safety.
- Maintain current knowledge of WHS legislation, risks, and control measures relevant to their own work area.
- Lead by example by consistently demonstrating safe work behaviours.

Workers must:

- Take reasonable care of their own health and safety (physical and psychological) and ensure their acts or omissions do not adversely affect the health and safety of others, as required by WHS legislation and the City of Bunbury Code of Conduct.
- Follow safe work practices and participate in maintaining a healthy and safe workplace.
- Comply with reasonable instructions, policies, and procedures relating to health and safety.
- Cooperate with management to help them meet their WHS obligations.
- Report any injury, illness, hazard, or near miss immediately, where practicable, to their supervisor — including psychosocial hazards such as bullying, harassment, or unreasonable work demands. Where safe and practicable, take immediate action to make hazards safe before reporting them.
- Treat colleagues, customers, and members of the public with respect to protect the psychological safety of others.
- Familiarise themselves with and follow the City's WHS policies and procedures.
- Not intentionally or recklessly misuse or interfere with anything provided for health and safety.

Position and Incumbent Details

The requirements of this position are accepted and will be undertaken with due diligence at all times:

Position Description Prepared by:	Odetta Robertson	Key accountabilities accepted by Employee:	
Signed:		Signed:	
Date:	8/9/26	Date:	

The original signed position descriptions must be returned to People & Safety.

Review

The line manager and incumbent will review this position description for any necessary amendments during the employment lifecycle, including the annual performance development (PDP) review process.