



# WHITEHORSE CITY COUNCIL

## Position description

<b>Job title:</b> Property Administration Officer	
<b>Classification:</b> Band 5 (no annualised)	<b>Effective Date:</b> March 2026
<b>Reports to:</b> Coordinator Property & Leasing	<b>Tenure:</b> Permanent ongoing

### About Us:

At Whitehorse City Council, community is at the heart of everything we do.

We aspire to be a healthy, vibrant, prosperous and sustainable community. We enable this through strong leadership and community partnerships.

We strive to stay ahead of evolving changes and needs of our community.

Our five key principles empower our employees to be innovative and provide an excellent customer experience. We are a resilient organisation where everyone belongs.



### CREATe - Our Values and Behaviours:

Our shared values and behaviours are integral to how we go about our work, interact with each other and our community. Our employees 'live' these shared values. In living these values we also ensure that everyone has a voice and that everyone matters.

#### Collaboration

We work flexibly together to achieve outcomes and solve problems.

#### Respect

We actively listen, value diversity and care.

#### Excellence

We adapt, respond, learn and grow.

#### Accountability

We take responsibility and follow through on our promises.

#### Trust

We act with integrity and are empowered to make decisions.

City of Whitehorse is a culturally and linguistically diverse community. We are proud of the diversity of our workforce and recognise the strength this provides in meeting the needs of our community. We are committed to upholding a safe, inclusive and respectful workplace that values the contribution of all.



# WHITEHORSE CITY COUNCIL

## Position description

Whitehorse City Council is committed to being a child safe organisation. We recognise our responsibilities to keep children and young people safe from harm and have established policies, procedures and training to achieve these commitments.

## Goal Statement

To facilitate the ongoing management of property information into Council database systems and support the Property and Leasing Department in the delivery of rating valuations, Council property management and property information services.

## Key Responsibilities

### *Position Specific Responsibilities*

- Co-ordinate and enhance Council's property information system including the creation of new properties.
- Administer street addressing in accordance with Council's policy, including the allocation of addresses to new properties and responding to submissions to change existing addresses.
- Co-ordinate the supplementary valuation system and facilitate supplementary valuation changes.
- Provide timely property data updates and advice for inclusion into VicMap Property, using SPEAR and the M1 process.
- Monitor and action property information notifications and service requests within the VicMap Editing Service (VES)
- Maintain property related databases including GIS datasets and ensure data integrity.
- Provide administrative support to the department including ordering of supplies and maintenance, undertake title and other property related searches and electronic document management.
- Raise purchase orders and payment of accounts
- Arrange for raising of invoices, where required.
- Undertake property history research and report findings.
- Maintain multiple outlook inboxes and registers.
- Support the Manager Commercial, Coordinator Property & Leasing with administrative functions of the Property and Leasing team.

### *Corporate Responsibilities*

General Staff – no supervisory responsibilities

- Adhere to all Corporate Policies, Procedures and the Organisational Goals and Values in the current Whitehorse City Council Collective Agreement.
- Understand and adhere to the Risk Management Policy (as it relates to the employees work area) and related procedures that are designed to minimise injury and/or loss to individuals, assets and equipment.
- Report any matters that may impact on the safety of Council employees or citizens, assets and equipment.

## Accountability and Extent of Authority

**Budget:** Nil

**Staff responsibility:** Nil

## Judgement and Decision Making

- Make operational decisions under general supervision and policy framework.
- Contribute to relevant policy and procedure development.
- Recommend procedures for the effective operation, update and exchange of information for property datasets.

## Specialist Knowledge and Skills

- Knowledge and experience of land information systems, such as Pathway UX or equivalent.
- A good understanding of desktop GIS products, such as ArcMap.
- Proficiency in office computer applications including financial, property, Microsoft Excel, Access and Word processing applications.
- Sound knowledge of property related matters including but not limited to supplementary valuation, valuation subdivision processes and associated legal documentation.
- Knowledge and understanding of the VicMap Property Information Program.
- Good understanding of data maintenance regimes and best practises relating to data maintenance, data capture and information systems.

Certificates/Licences and Experience:

- Experience in the use of Pathway, desktop GIS, VM Online and data maintenance processes desirable.
- Experience in the use of Oracle desirable

## Qualifications and Experience

Qualifications/ Certificates /Licences:

- Completion of Year 12 is required together with substantial experience in an administrative capacity in a local government valuation, rating and or property environment.

## Interpersonal Skills

- Ability to communicate across the organisation and to gain co-operation from external groups and individuals.
- A high level of attention to detail with the ability to respond quickly to issues.
- Ability to prioritise work and manage own time effectively.

### Key Relationships:

- Liaise with staff and management across the organisation.
- Liaise with customers, including ratepayers, Land Use Victoria, Valuer General Victoria, Yarra Valley Water, contractors and the general public.

## Management Skills

- Required to set an example to other staff members within the Division and to perform on the job training for valuation contract staff in relation to the property database and supplementary valuation processes.
- Required to manage time effectively and ability to prioritise competing administration tasks

## Application Requirements

- Short listed candidates may be required to attend a pre-employment medical examination.
- A current driver's licence that meets the requirements of Vic Roads is essential.
- May be required to attend out of hours meetings.
- Satisfactory National (and International as applicable) Criminal History Check.
- Working with Children Check.

## Key Selection Criteria

- Completion of Year 12 combined with substantial experience in a property or valuation discipline.
- Sound knowledge in property information, property matters and related legal documentation.
- Effective communication, teamwork and customer service skills
- Experience in using land information systems and a good understanding of GIS.
- Knowledge and experience with Pathway System
- Knowledge and experience with the VM Online platform
- Demonstrated competency in data creation and entering information into databases.
- Excellent time management and organisational skills.

## Physical Requirements

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Comments
<b>Kneeling/Squatting</b> Tasks involve flexion/bending at the knees, ankle, and waist in order to work at low levels.	Office Based Duties	Seldom	
<b>Hand/Arm Movement</b> Tasks involve use of hand/arms	Computer based work	Often	
<b>Bending/Twisting</b> Tasks involve forward or backward bending or twisting at the waist.	Office Based Duties	Seldom	
<b>Standing</b> Tasks involve standing in an upright position	Office Based Duties	Seldom	Regular breaks encouraged
<b>Reaching</b> Tasks involve reaching above head, and above and equal to shoulder height	Office Based Duties	Seldom	
<b>Walking</b> Tasks involve walking on slopes and walking whilst pushing/pulling objects	Office Based Duties	Seldom	

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Comments
<b>Lifting/Carrying</b> Tasks involve raising, lowering and moving objects from one level position to another	Office Based Duties	Seldom	
<b>Pushing/Pulling</b> Tasks involve pushing/pulling away, from and towards the body	Office Based Duties	Seldom	
<b>Keyboard Duties</b> Tasks involve sitting at workstation and using computer.	Computer based work	Often	
<b>Satisfactory Vision</b> Standard of vision required equal to that required for driver's licence	Computer based work	Often	Regular breaks encouraged

**Any other relevant comments:**