

Position description

Position	Assistant Property Manager & Lease Administrator
Group	Property
Reports to	Lease Relationship Manager
Location	1010 La Trobe Street Docklands Victoria
Date	October 2021
Tenure	1 year fixed term
Position	200630

Our organisation

VicTrack owns Victoria's rail transport land, assets and infrastructure. We work to protect and grow the value of the portfolio, to support a thriving transport system and make travel and living better for all Victorians. With much of our asset portfolio dedicated to rail transport – our land, infrastructure, trams, trains and telecommunication networks – our focus is on strategic asset management and supporting the delivery of better transport solutions.

Whether we're planning and managing the use of transport land, upgrading the telecommunication network or partnering on major infrastructure projects, our job is to ensure the state's assets continue to serve Victoria now and well into the future.

Our core functions include:

- delivering telecommunications infrastructure and services that form the backbone of the transport network from signalling, driver communications, public information displays and myki ticketing
- managing land set aside for transport purposes, including the development and sale of land no longer required for transport to optimise its use
- generating income through land sales and commercial leases that is reinvested into the state's transport system
- providing project management, engineering and construction services to deliver a range of government transport projects from Victoria's Big Build to station and car park upgrades
- managing transport facilities and assets, including the open access Dynon Rail Freight Terminal, heritage buildings and environmental preservation.

VicTrack's Telecommunications Network is deemed 'vital critical infrastructure' – being of state significance and therefore critical to the continuity of the supply of essential services to the state, and to the overall economic and social wellbeing of Victorians.

VicTrack is the custodial owner of most of Victoria's tourist and heritage assets and performs the role of Tourist and Heritage Registrar.

Our business groups

Our business is made up of three specialist delivery groups – Property, Telecommunications and Project Delivery – supported by Business Services and the Office of the Chief Executive.

Our vision

As a part of the transport portfolio, we share a common vision as defined in the *Transport Integration Act 2010*:

“To meet the aspirations of Victorians for an integrated and sustainable transport system that contributes to an inclusive, prosperous and environmentally responsible state”.

In realising this vision, we are working towards a transport system that promotes:

- social and economic inclusion
- economic prosperity
- environmental sustainability
- integration of transport and land use
- efficiency, coordination and reliability
- safety, health and wellbeing.

Our mission

To protect and grow our rail transport assets and drive reinvestment to service Victorians now and into the future.

Our values

- Professional – We make decisions with integrity and respect. By behaving professionally and ethically we win the trust of our colleagues, stakeholders and customers.
- Collaborate – We collaborate to get things done efficiently and effectively. We have greater opportunity through leveraging our collective knowledge, building stronger bonds and respecting each other.
- Achieve – We perform our roles with integrity and skill. We hold ourselves accountable for delivering what is needed and own both our successes and mistakes.
- Innovate – We embrace all new ideas that bring about change that adds value. We become more efficient, effective and competitive.

Dimensions

Reporting relationships

This role reports to the Lease Relationship Manager.

Budget

NA.

Other

NA.

Purpose of the position

To provide assistance, support and guidance 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, drafting lease documentation, filing, routine report compilation, raising purchase orders, receipting of invoices 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 within VicTrack's systems;
- 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 and undertake, investigate and research files to support land related projects and data validation tasks

Customer focus

VicTrack staff practise customer focus by recognising the importance of valuing customers (internal and external) and ensuring that all activities are oriented towards meeting customer needs. We listen to customers about their expectations and focus on delivering solutions that address their needs. Customer focus also includes proactively seeking and acting on feedback to enhance the customer experience.

Safety and environmental responsibilities

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

Rail safety

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

- 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 unsafe conditions and/or incidents
- report any railway safety problems/hazards to the Manager Safety
- safely access the rail corridor.

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

Internal VicTrack staff and managers.

External relationships

Government bodies, tenants and other external clients.