

Property & Insurance Officer POSITION DESCRIPTION



Position Number:	2709
Department:	Organisational Services
Section:	Corporate and Technology Services
Unit:	Property and Insurance
Position Status:	Fixed Term Full Time
Classification:	Level 4 - Rockhampton Regional Council Certified Agreement 2022 – Internal Employees
Reports To:	Coordinator Property and Insurance
Revised:	February 2026

General Position Statement

This position supports Council's direction by carrying out various property and insurance functions, including the supervision of the Insurance Officer, the management of Council's residential, community and commercial rental portfolio and property related Tenders in a professional, efficient and confidential manner ensuring the development of good working relationships with all staff and the public.

Performance standards and expectations relating to this position will be detailed in the individual performance plan.

Specific Responsibilities

The successful candidate must be able to fulfil the following position responsibilities.

- Provision of high level assistance and specialist support to the unit, demonstrating a high degree of judgement, initiative, confidentiality and sensitivity.
- Administer the operational aspects of the property information systems.
- Manage Council's rental properties (residential, community and commercial) including:
 - Drafting and negotiating tenure agreements while ensuring compliance with Council policies and relevant legislation. Facilitate the execution and registration of relevant tenure agreements.
 - Administration of Leases and Lease payments.
 - Liaising with tenants with respect to all tenure matters.
 - Arranging property maintenance.
 - Undertake inspections of Council's rental properties (residential and commercial) and ensure compliance with building legislation and associated legislation (e.g. fire regulations).
 - Undertake medium to long-term planning for maintenance of Council's rental properties (residential and commercial).
 - Manage contracts with Agents that may be acting on Council's behalf.
 - Undertake management of commercial and residential rental properties not managed by an agent.

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- Prepare Land Management Plans for Reserve Land under Council's trusteeship in accordance with the Land Act (1994) and government policies and guidelines. Conduct community consultation and implement approved plan.
- Prepare reports for Council meetings and action subsequent resolutions.
- Prepare Tenders and Expression of Interest briefs and contracts for the Lease of Council properties, removal/demolition of Council houses; including assessing submissions, making recommendations and preparing contract documents.
- Responsible for direct supervision of the Insurance Officer.
- Provide decision support to the Insurance Officers in the processing of insurance claims.
- Manage the medium to complex insurance claims processing, for example personal injury claims.
- Drafting and preparation of correspondence, reports and presentations.
- Act with a degree of initiative to assist the unit.
- Manage operational/service related complaints and issues effectively to ensure prompt identification and appropriate action.
- Refer matters that may impact upon the business, Council and employees to the relevant Supervisor or Manager.
- Undertake other relevant duties as directed, consistent with skills, competence and training.

Position Requirements

Your suitability for this role will be assessed against the following competencies.

Skills/Competencies

- Demonstrated high degree experience working in a property management environment, particularly the preparation and negotiation of appropriate tenure agreements (Freehold and Trust Land).
- Demonstrated extensive experience in processing, assessing and finalising insurance claims and associated matters.
- Thorough knowledge of work activities performed within the unit.
- Ability to effectively operate Council's computer systems including Finance One, ECM, Pathways, GeKo and the MS Office Suite.
- Demonstrated ability to research and draft replies to correspondence, reports and other such documentation.
- **Communicate Effectively** – Ability to communicate with others verbally and in writing to meet requirements of the role.
- **Teamwork and Collaboration** – Ability to work together with others to achieve common goals both within immediate team and teams across Council.
- **Time Management** – Ability to plan and organise tasks/work to meet objectives of the role.
- **Problem Solving** – Ability to analyse problems by gathering information and develop a solution (in line with role responsibilities) or options and make a recommendation.
- **Decision Making** – Ability to use sound judgement to make the best decision based on information gathered and analysed within the boundaries of the role.
- **Manage Risk** – Ability to identify, understand and manage risks so that work can be delivered safely and to required standard.
- **Deliver Excellent Customer Service** – Ability to meet customers' expectations around safety, time, cost and quality.
- **Focus on Continuous Improvement** – Ability to identify opportunities to enhance team effectiveness and improve team's customers' experience.

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Qualifications

- Tertiary qualifications relevant to the duties of the position and/or substantial work experience relevant to the position.

Behaviours

- *Customer Service* – Ensure service delivery and advice remain focused on Council's customers and community outcomes.
- *Safety* – Carry out your duties in a safe manner whilst ensuring the safety of your team members and customers, in accordance with Council's Health and Safety Duty Statements and associated safety policies / procedures.
- *Code of Conduct* – Act in accordance with Council's Code of Conduct.
- *Council Values* – Demonstrate behaviours aligned to Council's values: *One Team, Accountable, Customer Focused, Continuous Improvement and People Development*.

Additional Requirements

- Ability to work in an office and outdoor environment.
- Ability to legally operate a motor vehicle under a "C" Class Licence.
- Provision of a satisfactory Criminal History Check - Police Certificate (Australia Wide Name Only Police Check).
- Ability to work with screen based equipment over long periods with prescribed rest breaks.

Delegations and Authorisations

Financial, Administrative and Corporate Delegations may be applicable to this position and are detailed in the Delegations Corporate Register.

Legislative Sub-Delegations and Authorisations may also be applicable to this position and are detailed in the external public registers. Both registers are available on Council's Intranet.

Acknowledgement

This job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to the role.

Authorised By:	Manager
Signature:	
Date:	
Employee Name:	
Employee Signature:	
Date:	