

LES Position Description

AGENCY	Australian High Commission, Honiara
POSITION NUMBER	TBC
POSITION TITLE	Senior Property Officer
CLASSIFICATION	LE4
SECTION	Corporate Services - Property
REPORTS TO (TITLE)	Property Operations Supervisor

About The Department of Foreign Affairs and Trade

The role of the Department of Foreign Affairs and Trade (DFAT) is to advance the interests of Australia and Australians internationally. This involves strengthening Australia's security, enhancing Australia's prosperity, delivering an effective and high-quality overseas aid program and helping Australian travellers and Australians overseas. The department provides foreign, trade and development policy advice to the Australian Government. DFAT also works with other Australian government agencies to drive coordination of Australia's pursuit of global, regional and bilateral interests.

About the position

The Senior Property Officer provides operational leadership and field-based coordination across the property portfolio. The role supports inspections, contractor oversight, asset management, client service delivery, property readiness and quality assurance activities. The position acts as a primary operational support officer to the Property Operations Supervisor and provides guidance to Property Officers to ensure services are delivered consistently and to departmental standards.

Key responsibilities of the position include but are not limited to:

- Conduct residential and office inspections, identify defects, assess property condition and verify completion and quality of maintenance works.
- Provide day-to-day operational guidance and support to Property Officers, including work coordination, task follow-up and quality checking.
- Coordinate contractor site access, monitor attendance and performance, and report concerns relating to quality, safety or timeliness.
- Support property preparations for move-ins, move-outs and occupancy, including presentation standards, furniture placement and setup activities.
- Monitor and manage property enquiries, triage requests and track actions through to resolution.
- Conduct asset verification activities, support stocktakes and ensure furniture, fittings and equipment records are accurate.
- Assist with warehouse operations, stock levels, storage, distribution and tracking of property-related assets.

- Support procurement and purchasing activities by sourcing information, maintaining documentation and coordinating operational requirements as directed.
- Provide operational support for events, representational activities, emergency response and contingency tasks as required.
- Contribute to improvements in property records, checklists, workflows, reporting and service delivery processes.
- Provide back-up to the Property Operations Supervisor during periods of absence.

Required Qualifications/Experience/Knowledge/Skills

- Experience in property operations, maintenance coordination, facilities support or a related operational service environment.
- Practical ability to inspect properties, assess defects and follow up maintenance and contractor actions.
- Ability to coordinate operational staff, contractors and competing priorities across multiple residences and office facilities.
- Sound written and verbal communication skills in English and Pidgin, including professional client service and clear contractor liaison.
- Ability to maintain accurate records, update registers and support reporting, stocktake and audit requirements.
- Knowledge of safe work practices and ability to apply WHS requirements during property and contractor activities.
- Ability to provide guidance, mentoring and practical support to Property Officers and other operational staff.
- Sound judgement, initiative and problem-solving capability in a field-based operational environment.
- Current drivers licence and ability to attend multiple properties across Honiara.
- Demonstrated proficiency in Microsoft Office Suite applications.
- Possession of a trade qualification is desirable but not essential.