

LES Position Description

AGENCY	Australian High Commission, Honiara
POSITION NUMBER	TBC
POSITION TITLE	Property Operations Supervisor
CLASSIFICATION	LE5
SECTION	Corporate Services - Property
REPORTS TO (TITLE)	First Secretary (Property)

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

Under limited supervision, the Property Operations Supervisor leads and supervises the delivery of property operations across the Australian High Commission Honiara estate. The role is responsible for managing daily service delivery across residences, office facilities, warehouse operations, assets, contractors and support services, while providing leadership, coaching and performance oversight for the Property Team. The position ensures property operations are delivered safely, professionally, responsively and in line with Post priorities and departmental standards.

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

- Lead, supervise and coordinate the day-to-day activities of the Property Team, including Senior Property Officer, Property Officers, Cleaners and Gardeners.
- Develop and implement work plans to ensure resources are aligned with operational priorities and service delivery requirements.
- Manage team performance against agreed service standards, work plans, attendance expectations and performance development agreements.
- Provide coaching, mentoring, on-the-job training and regular feedback to build team capability, confidence and technical knowledge.
- Oversee property operations across residences, Chancery facilities, move-ins, move-outs, warehouse operations, furniture logistics and event support.
- Manage Honiara Property inbox processes to ensure client enquiries, service requests and urgent matters are allocated, tracked, escalated and resolved appropriately.
- Oversee contractors and service providers, including access arrangements, work programs, quality assurance, performance concerns and completion of works.
- Maintain oversight of property inspections, defects, maintenance actions, property readiness standards, stocktakes, asset movements, warehousing and disposals.
- Promote WHS compliance, safe work practices, accountability, respectful workplace conduct and a client-focused service culture.

- Drive improvements to property systems, procedures, reporting, records management and operational workflows.

Required Qualifications/Experience/Knowledge/Skills

- Demonstrated experience leading and supervising operational, facilities, logistics or property service delivery teams.
- Proven ability to allocate resources, manage competing priorities and deliver outcomes through others.
- Strong coaching, mentoring, staff development and performance management capability.
- Ability to monitor operational performance, address workplace issues and foster a positive and accountable team culture.
- Practical knowledge of property operations, contractor coordination, warehouse management, asset control and client service delivery.
- Sound understanding of WHS responsibilities and ability to promote safe work practices across a diverse operational team.
- Strong written and verbal communication skills in English and Pidgin, stakeholder engagement, conflict-resolution and problem-solving skills.
- Administrative capability, including work planning, reporting, records management and support for procurement and payment documentation.
- Ability to exercise sound judgement, maintain confidentiality and escalate complex issues appropriately.
- Current driver licence is required
- Demonstrated proficiency in Microsoft Office Suite applications.
- Possession of a trade qualification is not mandatory but desirable.