

Goulburn-Murray Water Position Description

Property Support Officer – Position Number BAF610

Role Purpose	
The Property Support Officer is responsible for the provision of administrative support to the Property Services Team, which sits within the Business and Finance Division. This will include duties such as customer services, process improvement, file management, account processing, correspondence management and monitoring, billing and revenue management, database management, meeting coordination and other administrative activities as required and directed.	
Reports to (title)	Property Partner
Classification / Band	Band B
Allowances	N/A
Employment Status	GMW considers every role flexible where this can still deliver the required business outcomes, this could include but is not limited to part-time or job share.
Location	Tatura
Position Contact	Sharon Clement – Property Manager - (03) 5826 3653
Key skills, Qualifications & Experience required	<u>Mandatory</u> - N/A <u>Desired</u> - A good understanding of public land management administration
Other Requirements	Proof of COVID-19 vaccination status Police check Australian Drivers Licence Australian Working Rights
Approver/Approval Date	Marnie Rowden - Manager HR Business Partnering – July 2022

Key Result Areas	Key Responsibilities	KPIs
Operational	<ul style="list-style-type: none"> Contribute to the ongoing development and refinement of operating methodologies, guidelines and work practices 	<ul style="list-style-type: none"> Business efficiencies Implementation of approved policies and procedures
Administrative	<ul style="list-style-type: none"> Provide the main customer interface for internal and external enquiries Provide effective and reliable administrative and business support to the Property Team Create, enter and maintain information in GMW's standard business systems including SAM, Objective and Finance 1 Prepare correspondence, minutes, agendas, reports and other documentation as directed Maintain data bases, files and ensure document management and control is maintained to a high standard; Provide finance and costing support, accounts payable/receivable, and prepare accurate supporting documentation 	<ul style="list-style-type: none"> Accurate, timely and complete processing Correspondence is accessible and maintained to agreed standards
Customer and stakeholder engagement	<ul style="list-style-type: none"> Identify and implement improvements to existing work procedures, systems and practices that will enhance team function and the customer experience 	<ul style="list-style-type: none"> Customer feedback Business efficiencies

Note: Other duties and responsibilities may be required as reasonably directed

Mandatory Key Result Areas for all GMW positions

Safety	<ul style="list-style-type: none"> Comply with all GMW OH&S standards, policies and procedures Contribute to the continuous improvement of HSE systems by consulting with staff and passing on recommendations to improve the system to the HSE Team 	<ul style="list-style-type: none"> Investigate and close out incident and hazard reports on time Workplace inspection findings corrected Internal Audit finding actions corrected All staff mandatory training completed Safety meetings conducted with actions completed
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Policies	<ul style="list-style-type: none"> • Adhere to GMW policies and procedures • Stay up-to-date on all GMW policies • Ensure all GMW policies are promulgated and adhered to • Advise on potential changes to policies as required by local conditions • Ensure all policies are communicated to, and understood by, the team 	<ul style="list-style-type: none"> • Audit results (internal) • Numbers of issues escalated through team not adhering to policies
Key Relationships		
All GMW employees are responsible for managing aspects of our customer/stakeholder relationships and service interactions, and will work proactively to deliver a consistent customer experience.		
Internal		External
<ul style="list-style-type: none"> • Property staff who rely on administrative support • Water Storage and Delivery staff for entry level enquiries and access to Property Services documentation and materials 	<ul style="list-style-type: none"> • General customer enquiries that are directed to Property Services • Professional consulting firm enquiries such as solicitors, valuers and planners. 	

Behaviours and Values

All employees are required to demonstrate GMW’s values through their work and their dealings with internal and external customers. Behaviours must also align with the values and with GMW’s strategic outcomes below:

Safe, skilled, engaged people

Contribute to a safe, inspiring and diverse workplace where learning is encouraged and your team feels supported. You openly demonstrate the vision and values of GMW through your own behaviours.

Satisfied customers, trusting partners

Exhibit at all times a customer-first attitude and you are focused on delivering outcomes that meet the needs of our customers, stakeholders and communities. You deliver solutions in response to customer and operational issues.

Sustainable business, viable customers

Take ownership for delivering affordable and sustainable water services through the decisions you make every day and take responsibility for ensuring ongoing business efficiency. You operate with a sense of urgency at all times and you consistently prioritise your work to meet the ongoing, and sometimes changing, needs of our business.

Water security and other water values are recognised

Comprehend the regulatory framework under which we operate and the importance of meeting our obligations. You understand the role that water plays in the sustainability of our region and actively seek out opportunities that will secure water for our future.

Innovation, data and technology driven services

Uphold the integrity of all GMW processes and systems by contributing to a continuous improvement lifecycle. You ensure that all decisions are informed by accurate and complete data & information.

