

Job Description

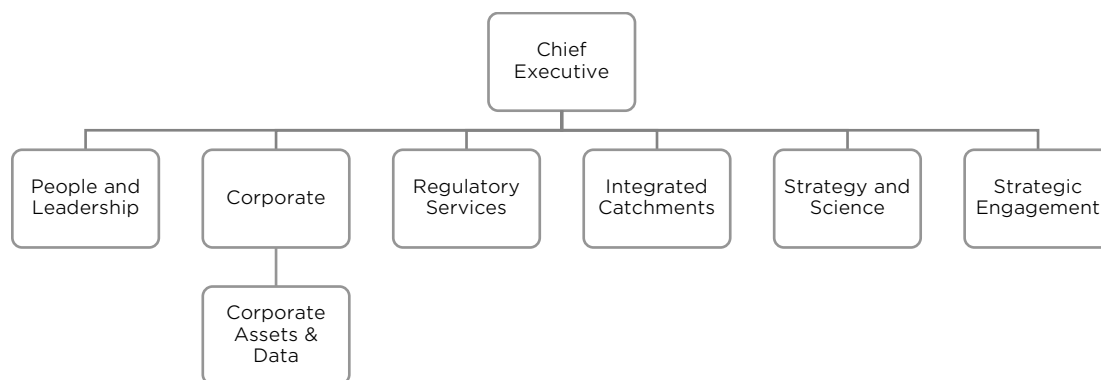


Job title	Property Officer
Group	Corporate
Section	Corporate Assets and Data
Responsible to	Corporate Assets and Data Manager
Responsibility for employees	None
Date	July 2026

Our organisation

About us	Toi Moana Bay of Plenty Regional Council's work guides and supports the sustainable development of the Bay of Plenty. We are responsible for land, air and water, as well as public transport and economic development. We want to make sure our region grows and develops in a way that keeps its values safe for future generations.
Our vision	Our vision of "Thriving together – mō te taiao, mō ngā tangata" means we want to ensure that both the environment and the people in the region thrive. Looking after the environment is at the heart of what we do.
Our values	Our values reflect who we are and what is important to us: Trust, Integrity, Courage, Manaakitanga, Kotahitanga, Whanaungatanga.
Our leadership model	Te Pae Rangatira, means 'The Model of Leadership'. In Māori, it is said a Rangatira (Leader) is one who is able to raranga (weave) their tira (group of people) together. Leadership at Toi Moana is guided by four pou whirinaki (pillars of guidance), these are: Care, Collaborate, Navigate and Balance.
Partnerships with Māori	Māori hold a unique role in shaping and contributing to regional leadership and direction.
Our community outcomes	Our community outcomes describe what we're working towards achieving for the Bay of Plenty: ○ He taiao ora - a healthy environment, ○ He hāpori mata-hī awatea - future ready communities, ○ Ngā hāpori e honoa ana, e whakamanatia ana hoki - Connected and enabled communities, ○ He whanaketanga mauri tū roa - Sustainable development, ○ Te Ara Poutama - The Pursuit of Excellence. Directly or indirectly, your work will feed into helping us achieve one or more of these outcomes.

Our team



Job purpose

Toi Moana Bay of Plenty Regional Council (BOPRC) is committed to its' vision of thriving together through the delivery of strong community outcomes. It is our people and their commitment to first class leadership and high performing teams which will ensure this delivery.

This job exists to assist the Property section to maintain and manage Council's assets (property, vehicles, plant, furniture and fittings) to a high standard, and to ensure an accurate record is kept in relation to this function.

Functional relationships

External	Purpose and frequency of contact	
Contractors and sub-contractors.	Managing and coordinating contractors to ensure physical works are delivered on time, on budget and to spec.	Contractors and sub-contractors.
Tenants and landlords.	Respond to maintenance requests from tenants, ensure rent and operating expenses are recovered correctly from tenants and are paid to our landlords, ensure our obligations as a tenant are met, liaise with our landlords over any maintenance requirements.	Tenants and landlords.
General maintenance and security providers.	Coordinate and oversee day to day physical works.	General maintenance and security providers.
Vehicle and plant service providers.	Coordinate the servicing and maintenance of our vehicle fleet and plant and equipment. Coordinate the annual fleet replacement programme.	Vehicle and plant service providers.
Suppliers.	Ensure the best price is gained from suppliers and that relationships with critical suppliers are managed and maintained.	Suppliers.
Insurance brokers.	Coordinate all of Council's insurance claims.	Insurance brokers.

New Zealand Fire Service.	Liaise with emergency services in an emergency evacuation event, maintain a current and registered Fire Evacuation Scheme for each of our buildings.	New Zealand Fire Service.
---	--	---------------------------

Internal	Purpose and frequency of contact	
Staff at all levels within the organisation.	Provides Property Officer support to all internal customers, liaises and coordinates tasks with other team members.	Daily

Key result areas

The job encompasses the following major functions or key result areas:

- Service delivery
- Relationship Management
- Project Management
- Corporate Contribution.

Key accountabilities

The requirements in the above key result areas are broadly identified below:

Key accountabilities (You are responsible for)	Key accountability measures (You will be successful when)
1. Service Delivery	
- Assist with coordination and supervision of maintenance works for all elements of the property function. - Maintain Council's lease documentation and ensure appropriate rent review and renewal of lease action is taken on keys dates. - Ensure buildings/sites comply with legislative requirements - Provision and management of furniture and fittings, corporate clothing, and protective clothing and equipment. - Maintain building security system and procedures. - Assist with coordination of the annual fleet replacement programme. - Coordinate relevant health and safety training for staff to meet requirements. - Co-manage the corporate and protective clothing budget. - Provide administrative support to property function. - Processing insurance claims.	- Council assets are managed professionally and securely. - Council's legislative obligations are met in relation to buildings, assets and workplace conditions. - Council's obligations as both landlord and tenant are met under all Deeds of Lease, and positive relationships with tenants and landlords are maintained. - A smooth and timely annual fleet replacement programme achieved by assisting with the scheduling and coordination of vehicle deliveries and disposals, and arranging for the required adaptations to vehicles. - All relevant health and safety training is provided for staff (e.g. EV training, Corporate/protective clothing and equipment training). - Effective and efficient systems and processes are in place for administration of the Property section.

Key accountabilities (You are responsible for)	Key accountability measures (You will be successful when)
Undertake any other relevant duties as directed by the Team Leader.	- Accurate processing and monitoring of insurance claims achieved with all reimbursement entitlements received. - Any other duties are completed in a professional and timely manner to appropriate standards.
2. Relationship Management	
- Establish and maintain close working relationships with internal and external contacts including Local Authorities, ratepayers, landowners, suppliers, consultants, and contractors. - Provide excellent customer service and ensuring that a professional manner is maintained with customers at all times. - Developing and maintaining close working relationships with internal and external contacts as appropriate. - Acting as a representative for Council at appropriate Local Government conferences and seminars, and other events held within the region.	- Effective, professional relationships and partnerships are developed and maintained with internal and external contacts. - Professional image is conveyed in public forums. - Queries are dealt with in a professional and courteous manner. - Effective, professional relationships are developed and maintained with internal external contacts. - Professional image is conveyed in public forums.
3. Project Management	
- Provide direction to the project. Ensure contributors know what they are required to do and by when. - Adhere to relevant project budgets and escalate decisions to the relevant financial delegate. - Monitor external contacts, ensuring satisfactory performance and raise any issues with the supplier. - Engage, manage and coordinate contractors to carry out work on behalf of BOPRC	- Project contributors understand the objectives. The project is effectively managed; work is completed on time and within budget. - Projects appropriately funded and managed. - Contract outputs successfully achieved.
4. Corporate Contribution	
- Promote the implementation of the Corporate Culture Statement, Leadership Model and Health and Safety Systems. - Recognise individual responsibility for Workplace Health and Safety under the Health and Safety at Work Act 2015. - Meet the statutory responsibilities detailed in the Information Management Policy and Procedures standard. - Meet Bay of Plenty Regional Council's statutory responsibilities for civil defence and emergency management.	- Corporate responsibilities are undertaken and completed accurately, meeting specified standards and within agreed timeframes. - Hazards are identified and all incidents and accidents are reported. - Participate in any wellness programmes, such as stress management training and health monitoring. - Council records are created and maintained in corporate information systems, meeting specified information management standards. - Participate in any civil defence and emergency management training

Key accountabilities (You are responsible for)	Key accountability measures (You will be successful when)
	initiatives and assist with any civil defence emergencies, as part of Bay of Plenty Regional Council's responsibilities for civil defence and emergency management.

Delegations

Delegations as set out in the Chief Executives Delegations Manual.

Freedom to access Guidelines and support available to assist the jobholder to make decisions e.g. policy documents, standard procedures, reference to team leader or senior Employees. If jobholder can make decisions without approval from anyone else, please note that authority.

- There are two Property Officers in the Property team. The Property Officer works closely with the other Property Officer and the Custodian to ensure our buildings, vehicles and plant and equipment are maintained and managed to a high standard.
- Day to day decisions can be made by the Property Officer where the impact is minor or moderate.
- The Property Officer is required to refer major decisions to the Team Leader.

Work complexity

Most challenging duties typically undertaken:

- Liaising with Council's tenants, ensuring all lease terms are honoured and all costs are recovered from tenants where applicable.
- Liaising with Council's landlords, ensuring that we uphold our lease obligations as a tenant and that all appropriate issues are passed on to the landlord.
- Prioritising repairs and maintenance jobs, and liaising with and supervising contractors undertaking the work.
- Co-management of corporate/protective clothing and protective equipment budget with all necessary recoveries being obtained from relevant departments.
- Coordinating, processing and receiving complex insurance claims.

Person specification

Minimum academic qualifications required:	
Essential	Desirable (for recruitment purposes only)
• A Level 5 certificate or relevant advanced trade certificate. • A valid driver's licence required*¹	•

¹ Driving record free of driving suspensions or convictions (excluding demerit points and infringement fees). Requirement for valid Driver's Licence may be waived if applicant has a driving-related disability.

Knowledge / experience (indicate years of experience required as appropriate)	
Essential	Desirable (for recruitment purposes only)
• A minimum of three year's work experience in a relevant role. • A high level of English language skills, both written and oral. • High level of computer literacy, with specific requirements for Access databases, Word, Excel and Outlook.	• A good working knowledge of commercial leases.

Key skills / job specific competencies

The following indicates what would typically be expected for this role at a competent level:

Advanced knowledge	• Project and time management ability. • Well-developed oral and written communication skills. • A sound knowledge of commercial leases.
Working knowledge	• Ability to proofread documents for quality. • A good level of computer ability. • Sound knowledge of office administration procedures and systems.
Awareness	• Community, cultural and political awareness.

Personal attributes / key behaviours

- Sound judgement and initiative.
- A high level of courtesy, listening and communication skills.
- Accuracy and attention to detail.
- Ability to work well under pressure within timeframes.
- Ability to be professional when dealing with internal and external customers.
- A mature and methodical manner.
- Prompt and focused.
- Honesty and integrity.
- Ability to work well in a team or independently.

Other requirements

- May require frequent travel within or outside Bay of Plenty region.
- Occasionally required to be flexible with work hours to attend to security and building maintenance issues.

Change to job description

From time to time it may be necessary to consider changes in the job description in response to the changing nature of our work environment. Such changes, including technological requirements or statutory changes, may be initiated by the manager of this job with due consultation with the position holder. This job description should be reviewed as part of the preparation for performance planning.

Approved:

Manager

Date

Discussed with job holder:

Employee

Date