



POSITION DESCRIPTION

Position Title	Property and Support Administration Officer
Reports To:	Director, Diocesan Project and Property Services
Reporting To This Position:	Nil
Classification:	Diocesan Salaried Officer Scale
Approval Name:	Shane Watson
Approval Position:	Director, Diocesan Project and Property Services
Date Approved	20 November 2025

1. CATHOLIC DIOCESE OF CAIRNS

The Roman Catholic Trust Corporation for the Diocese of Cairns ("RCTC") is incorporated pursuant to letters patent issued under the Religious, Educational and Charitable Institutions Act 1861. The RCTC's purpose is to carry out the mission and objects of the Catholic Diocese of Cairns ("Diocese").

Geographically, the Diocese serves Far North Queensland, extending from Cardwell to the Torres Strait, and west to the Northern Territory border. The Diocese has 23 parishes and is responsible for the provision of a range of regional services under the pastoral care and leadership of the Bishop of Cairns. Services provided by the Diocese include education, welfare, childcare, pastoral care, outreach and other central services. The Diocese also has other connections with various ministries and Catholic groups within the Diocese.

The Bishop has executive power over the Diocese which he exercises personally and through his delegates.

2. DIVISION

The RCTC Division of Diocesan Services includes the following departments:

Diocesan Services:

- Diocesan Finance - responsible for payroll, Catholic Development Fund/Internal Treasury, day-to-day financial functions and offers support with financial activities of parishes.
- Diocesan Project and Property Services - oversees Genazzano Conference Centre and Retreat and the development, maintenance, acquisition and alienation of all diocesan property assets.
- Chancery and Governance - responsible for diocesan archives, and management of Governance processes for the Diocese, including coordination of support and formation for the various boards and committees; the Marriage Tribunal, and overarching Diocesan Policies, Terms of Reference and Board Charters.
- Diocesan Outreach and Mission Services – provides and supports the delivery of pastoral care, clergy care services, State School Religious Instruction and Youth Ministry.
- Diocesan Employee Services – provision of Human Resource Management, Work Health and Safety services and operational policy and procedures to Diocesan Services and parishes.
- Diocesan ICT Services – responsible for supporting the provision of information, technology and communications support to Diocesan operations and Parishes.
- Diocesan Community Engagement - responsible for developing, coordinating and maintaining marketing, communication, fundraising projects and social media platforms.
- Diocesan Administration – responsible for day-to-day administration and running of the Bishop's House and co-ordination of Diocesan wide administrative functions.
- Safeguarding Coordinator – responsible for promoting safeguarding practices and standards.
- Cathedral Book and Gift shop - responsible for operating the store.

Parish:

- Clergy and employees of parishes including administration officers and support staff.

3. MAIN PURPOSE OF THIS ROLE

The Property and Support Administration Officer provides advanced administrative support to the Diocesan Project and Property Services office (DPPS), reporting directly to the Director, Diocesan Project and Property Services. This role ensures effective delivery of project and property services across the organisation, including property and register management, building access systems, management of Property Payment Authorities, and assisting with contractor management and risk mitigation.

4. POSITION REQUIREMENTS

1. Proven project or property administrator experience in construction services or a property management organisation.
2. Strong understanding of building services, contract administration, and regulatory compliance (including WHS and environmental standards).
3. Proficiency in the use of Microsoft Office programs including 365, Excel, Word and Outlook with a high degree of accuracy.
4. A strong team player with a collaborative, consultative and pro-active approach to problem solving.
5. High level communication and relationship building skills with an ability to engage with a diverse range of stakeholders, from clients, tenants, contractors, and local authorities.
6. Ability to work autonomously with well-developed organisational, time management and administrative skills.
7. A valid Positive Notice Blue Card - No Card, No Start laws apply.
8. Suitable Nationally Coordinated Criminal History Check.
9. Current open unrestricted Driver's Licence and ability to drive.

5. CORE COMPETENCIES & INTERPERSONAL SKILLS

In addition to the mandatory requirements, this position will demonstrate the following competencies and capabilities in the course of the duties:

- Skilled in negotiation, resolving problems and challenges that arise in the role.
- Has a well-defined daily, weekly and monthly workflow schedule.
- Is a credible professional with integrity who has a well-articulated professional identity.
- Holds a values base around achievement, fun, celebration and success for self and the team.
- Excellent organisational skills with the ability to prioritise effectively to meet deadlines.
- Attention to detail and commitment to accuracy.
- A capacity and willingness to acquire new skills.
- A desire to participate in agreed training programs and supervision.
- A friendly and flexible approach to team activities.

6. ORGANISATIONAL DUTIES AND RESPONSIBILITIES

Safeguarding Standards

- The Diocese of Cairns has standards of conduct for workers to maintain a safe and healthy environment for children. Our commitment to these standards requires conducting working with children checks and background referencing for all persons who will engage in direct and regular involvement with children and young people (0 - 18 years) and/or adults at risk. The organisation is fully committed to child safety and has a zero-tolerance to the abuse of children or adults at risk.
- Attend Safeguarding training as directed.

Workplace Health and Safety

- Take reasonable care for your own health and safety.
- Take reasonable care that your acts or omissions do not adversely affect the health and safety of others.
- Comply, so far as you are reasonably able, with any reasonable instruction.
- Co-operate with any reasonable policy or procedure.

- Ensure timely and accurate reporting of all incidents and hazards.
- Attend WHS training as directed.

Public Relations

- Always promote a positive image of the Church through professional standards of personal presentation and courteous, respectful behaviour.

7. PRIMARY DUTIES AND RESPONSIBILITIES OF THIS ROLE

In consultation with the line manager, the primary duties and responsibilities of the Property and Support Administration Officer may include but are not limited to:

Operational

- Maintaining Project Payment Authority Registers, including establishment for new projects, and archiving of completed projects.
- Receipt and preparation of Property Payment Authorities, including cross referencing invoices against quotations or service agreements, consultation with Facilities Maintenance Coordinator (or other relevant person) on costs and works completed.
- Support the Facilities Maintenance Coordinator with coordination of maintenance works, including taking lead role in the absence of the Facilities Maintenance Coordinator.
- Monitor contractor performance and ensure adherence to agreements.
- Coordination with Facilities Maintenance Coordinator and WHS Manager on scheduled and emergency maintenance, including maintaining the Diocesan Properties Maintenance Schedule.
- Manage scheduled services for Diocesan Property Portfolio properties, including cleaning, fire protection, CCTV, security systems, PV systems, and security patrols.
- Manage the CCTV and building access control for Cathedral Precinct buildings, including downloading CCTV footage, providing new employees security and building access, removing terminated employees, and changing access times etc.
- Distribute relevant communiques regarding maintenance or capital works and their impact to the workplace.

Resource Support

- Maintain registers in a timely and accurate manner ensuring renewable registrations are actioned before the expiry date.
- Respond promptly to inquiries and provide information and referral to the relevant staff member.
- Develop and maintain the Diocesan Property Register for all properties.
- Maintain up-to-date records of building documentation, compliance certificates, and contractor information.
- Develop and maintain all project and property files, including archiving.
- Assist with administrative support to the Director, DPPS as directed.
- Undertake additional projects as directed by your line manager.

General

- Contribute towards Diocesan Project and Property Services continual improvement plans and goals.
- Provide reports as directed to your line manager relating to defined outcomes and any work plan.
- Identify and provide regular feedback to the line manager with regards to relevant issues, trends, gaps and performance within the organisation.
- Participate and prepare for annual appraisal meetings.
- Participate in and contribute to team meetings, training and planning activities, service evaluation and quality assurance activities.

Undertake other duties as directed by those authorised to give such direction within the scope of expertise and training.

8. KEY RELATIONSHIPS

Including but not exclusive of:

External

Contractors
External Suppliers
Commercial tenants

Internal

All internal operations including parishes, agencies and other local catholic activities
Other state and national Catholic organisations

9. KEY PERFORMANCE INDICATORS

- Work plan objectives attached to the position are met.
- Positive feedback is received on the quality of your work.
- You have successfully responded to Project and Property Service requests relevant to the position in a compliant, professional and timely manner.
- You have effectively completed all administrative functions of the role in an accurate and timely manner.
- Maintain the highest standards of confidentiality and ethical behaviour.
- Adherence to diocesan policies and procedures specific and relevant to the role.
- Compliance with Work Health and Safety Policy and Procedures and instructions provided in respect to the Health and Safety of yourself and other persons.

10. DECISION MAKING / AUTHORITY LEVEL

Budget Accountability: \$Nil

This position also has:

- Access to sensitive information as approved
- Access to physical areas of the Diocese of Cairns

11. ADDITIONAL REQUIREMENTS

- A commitment to the mission and objectives of the Catholic Diocese of Cairns.
- A Non-smoking Policy is effective in all Cairns Diocesan properties and motor vehicles.
- Physical requirements of the position:
 - Work generally performed in an office setting
 - Work is performed across Diocesan sites and facilities
 - Work will involve access to external environments including construction sites
 - Manoeuvring within an office setting and external environments
 - Frequent use of telecommunication and electronic equipment

12. EMPLOYEE ACCEPTANCE

Statements included in this description are intended to reflect, in general, the duties and responsibilities of this position and are not to be interpreted as all-inclusive. All employees are required to carry out all duties in accordance with the policies and procedures of the Catholic Diocese of Cairns and relevant agreements and to act at all times with integrity and professionalism.

I note that Position Descriptions are under periodic review and may be changed, after consultation, at any time. I have read this Position Description and agree to carry out the duties and responsibilities as outlined above.

::SIGNATURE::

::DATE::

Signature of ::FIRSTNAME:: ::LASTNAME::

Date Signed