



Costa Position Description

Version No:	001
Issue Date:	09/02/2026
BU/Site:	Citrus
Authorised by:	HR Manager

Costa Group Position Description

Position Title:	Property Relationship Lead
Department:	Facilities
Reporting To:	Facilities Manager
Location:	Emerald, QLD
Key Stakeholders:	<ul style="list-style-type: none">• Facilities Manager;• Property Owners;• Maintenance, and Finance Teams;• External Contractors;• Senior Leadership; and• SWP Team

1. Primary Objective of Position:

The Property Relationship Lead is accountable for maintaining strong, trusted relationships with external property owners while ensuring property standards, compliance, and service expectations are consistently met.

The role acts as the central relationship point between stakeholders and internal teams, enabling smooth day-to-day operations, proactive issue management, and protection of operational brand.

2. Key Accountabilities and Responsibilities:

Accountabilities and Responsibilities:
Relationship Leadership <ul style="list-style-type: none">• Own and manage key relationships across the rental properties;• Act as the primary escalation point for stakeholder issues;• Maintain clear, professional, and consistent communication; and• Build trust through reliability, transparency, and follow-through
Property Coordination <ul style="list-style-type: none">• Coordinate property activities across inspections, maintenance, leasing, and compliance;• Ensure lease obligations, service standards, and property condition requirements are met;• Support smooth entry and exit processes for properties and tenants; and• Identify recurring issues and work with teams to implement solutions
Operational Oversight <ul style="list-style-type: none">• Monitor property condition, service delivery, and stakeholder feedback;• Escalate risks or issues early with recommended actions;

- Maintain accurate records, reports, and documentation; and
- Ensure alignment with legislative (DEWR & the Deed) and organisational requirements

Commercial & Risk Focus

- Balance relationship outcomes with commercial and company priorities;
- Support cost control while maintaining service quality; and
- Identify and manage risks related to compliance, condition, or reputation

Continuous Improvement

- Contribute to improvements in systems, processes, and service standards;
- Share insights and learnings to strengthen portfolio performance; and
- Role-model a customer-centric and accountable approach

Success Measures

- Strength and stability of stakeholder relationships;
- Timely resolution of issues and escalations;
- Portfolio compliance and risk management; and
- Quality of communication and coordination

Workplace Health and Safety

Key Duties:

- Responsibility for supporting and complying with the Costa Group Work Health and Safety Policy, including the maintenance of a safe and healthy workplace for the protection of all employees;
- Report immediately any incidents, injuries and hazards and participate in hazard identification, risk assessment, implementation of controls and monitoring and evaluation of processes;
- Take reasonable care of his/her own health and safety and for the safety of others who may be affected by his/her acts or omissions at work;
- Work in accordance with the policies and procedures of Costa Group, as amended from time to time;
- Obey all reasonable instructions to protect his/her own health and safety, and the health and safety of others;
- Be unaffected by alcohol or drugs; and
- Perform only those procedures or tasks for which he/she has received appropriate training and instructions.

Company Values

- Responsible for ensuring that your work practices are consistent with company principles; and
- Ensure that behaviours outlined in Costa Group vision and values are fostered and practiced



Costa Position Description

Version No:	001
Issue Date:	09/02/2026
BU/Site:	Citrus
Authorised by:	HR Manager

3. Candidate Requirements:

(a) Core Values:

- Determination – acting decisively and with a sense of urgency;
- Passion – challenging the status quo and acting with energy and enthusiasm;
- Accountability – focusing on outcomes and delivering on commitments;
- Sincerity – acting boldly in an open, honest, and responsible manner;
- Respect – treating others as we expect to be treated in attitude, communication, and personal safety; and
- Trust – building confidence by being reliable, consistent, and transparent; following through on commitments; and supporting a work environment where team members feel safe to ask questions and rely on each other.

(b) Experience, Skills and Knowledge:

- Experience in property, asset, or relationship-focused roles;
- Strong communication and stakeholder management skills;
- Sound judgement and problem-solving capability; and
- Organised, detail-focused, and commercially aware