Manager, Property Services

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Position

This position is within Corporate Services and leads the Property Services Team.

☒ This position reports to the Director Corporate Services.

☐ Reporting line may vary depending on location and service size

☐ This position does not have any direct reports ☐ This position may have direct reports, positions vary

☒ This position has the following direct reports: Property Business Partners

This position is designated Band 5 under the *Schedule of Authorities and Delegations*

☐ This position is a budget holder ☐ This position has designated revenue targets

☐ This position is an Aboriginal & Torres Strait Islander identified position

☒ This position does require a working with children related clearance

Purpose

To manage the leasehold and freehold property portfolio to provide an optimum environment to deliver services to the community and to provide a safe working environment for our people.

Focus

To achieve this purpose, the position holder would typically:

- Manage the end to end process of new fit-outs and make-good across the portfolio and lead the sourcing and negotiation of commercial leases, strategic consolidations and relocations.
- Design, implement and manage property governance, systems and processes.
- Manage a panel of preferred suppliers and negotiation of commercially viable services.
- Embed The Benevolent Society's vision and values into the culture of the service, by creating a line of sight between employees, their work, and organisational objectives.
- Embed a high performance culture into the service, by clearly articulating organisational, service and individual expectations and ensuring each team member is held accountable for their success in their position.
- Provide effective people leadership that promotes employee engagement through the communication of clear expectations, enable the team to do their work effectively, provide clear and regular communication and feedback, provide regular recognition, develop talent, and provide timely and effective management and resolution of issues and concerns
- Proactive management of repairs and maintenance schedules and safety protocols for freehold and leasehold properties to ensure that compliance with relevant Australian Standards and the Building Code of Australia is achieved.
- Establish an annual budget for scheduled, periodic and responsive repairs and maintenance schedules across the portfolio annually to ensure the facilities obligations are met under each lease.
- Identify, monitor, report and mitigate operational risks, incidents and complaints/feedback, reporting to Director Corporate Services when service may be at risk.

Outcomes

When things are going well we would expect to see these outcomes:

- TBS employees are supported by providing high standards of customer service
- Property Suppliers are held accountable to deliver expected outcomes
- Issues are resolved within agreed SLA's
- Goods and services are of good quality, delivered on time and within budget
- Any property risks to the organisation are escalated to management and mitigated immediately

Relationships

We work collaboratively with others, however this position works close closely with:

Within The Benevolent Society:

- Corporate Services Team
- Director Corporate Services
- CEO and Executive Directors
- Service Delivery, Procurement, IT, Legal, Human Resources and Marketing Teams and others.

Outside The Benevolent Society:

- Property Industry Bodies
- TBS Preferred Suppliers & Contractors
- Councils and Regulatory Providers
- Landlords, Contractors and Builders

Individual

To achieve the position purpose and outcomes the position holder will need to have:

- Experience working in the not-for-profit sector and 10 + years' experience and/or degree level business qualifications.
- An ethical senior business leader who demonstrates professionalism, integrity and respect in all business dealings on behalf of the organisation.
- Experience working to deliver the highest standards of property governance as well as technical understanding of*: Facilities Management, Leasehold Management, Freehold Asset Management, Repairs & Maintenance, Compliance, Fire Safety & Essential Services, Fit-Out, Project Management, Make-good, Contractor & Supplier Management, Purchasing, Negotiation and Customer Service.*
- An ability to multi-task, be a self-starter and take a proactive approach to implementing new property goods and services across the organisation with support and direction from the Director Corporate Services.

Travel

This position may require some flexibility in terms of travel or hours of work:

☒ Overnight travel/stays may be required
☒ Some weekend work may be required
☒ Some evening work may be required
☒ Travel between office locations/regions may be required
☒ Travel to clients (varied locations) may be required
☐ Use of own registered, insured motor vehicle for business purposes may be required
☒ Use of TBS pool cars may be required

All of us might need to travel occasionally to attend learning opportunities, meetings or other key events.

Context

Those with knowledge of this position say the things that might make your day are:

- Feeling a sense of personal pride from fitting out new premises and achieving cost savings that enables our organisation to provide more services to people in our community that need our help.
- Being part of a new dynamic, professional and supportive team that provides a range of opportunities to develop new skills on the job to learn and grow.
- Job satisfaction from working closely with colleagues to find new solutions to old problems to help the organisation be more efficient.

Those with knowledge of this position say some key challenges you might experience are:

- Suppliers and Contractors not meeting expectations in a multitude of ways that impacts our organisation.
- Some pushback from colleagues when new centralised products, services, policies and procedures are first implemented which is why formal change management models are adopted with full support from the Executive Leadership Team.
- Trying to strike a balance between protecting the organisations interests as a whole and providing products and services requested by stakeholders e.g. a desire to engage or buy local or off-contract rather than from centralised pre-negotiated contracts, services, products and pricing.

Approvals				
	Approver	Director, Human Resources	Date: 1 November 2017	Position Code:
	Review history	V1.0 Release		
	Advertising			

This Position Profile is not intended as an exhaustive description of the position, accountabilities or associated duties. The Benevolent Society may alter or adjust this Position Profile at any time.