Regional Property Manager – Metropolitan South

Position Description

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| Directorate: | Finance |
| Reports to: | Director, Property and Facilities |
| Direct reports: | Facilities Coordinator |
| Direct relationships in property unit: | The Portfolio Asset Manager (PAM) – the RPM to engage with the PAM for strategic planning and long-term / whole-of-life asset planning.  The Capital Works Manager (CWM) – the RPM to engage with the CWM for the delivery of special projects and programs (typically new or substantially new assets into the property portfolio).  Other Regional Property Managers – the RPM to collaborate with the other RPMs for other regions in NSW. |
| Location: | Preferred location:   * Position will be based at Woolloomooloo office, or other location to be determined by SVdP within metro-Sydney. |
| Primary position objective: | Manage the regional property portfolio encompassing the Sydney Metro Southern Suburbs and regional South Coast from Wollongong to Wagga Wagga to deliver the Property service requirements across St Vincent de Paul (SVdP) services streams. The regional map coverage is attached.  To have respectful relationships with the service stream users and stakeholders to deliver whole-of-business supported property solutions.  To lead the delivery of the RPM’s property portfolio and to inspire direct report(s) to align with that objective.  To collaborate with the other RPMs to deliver common goals and objectives for the property unit.  To exemplify excellence in professional services delivery. To embrace challenges, opportunities and change. |
| *The St Vincent de Paul Society is an Equal Employment Opportunity Employer* | |

# SVdP Services Streams

SVdP broadly, operates in four (4) services streams including:

* **Membership, Volunteers and Regional Operations (MVRO).** MVRO delivers local community programs, events and services to support the particular and immediate needs of the local community at ‘grass roots’ level.
* **Vinnies Services (VS).** VS provides accommodation (24/7) across a range of services (i.e., homelessness, domestic violence, disability, etc), and health services from day clinics. The properties standard of condition must support accreditation, quality and compliance to accommodate vulnerable people in residential homes.
* **Commercial Enterprises, Fundraising and Communications (CEFC).** CEFC includes our Vinnies retail stores (NSWR&L) and our Container Deposit Scheme centres (CDS). Good lease management of the property is necessary to support the revenue flows for SVdP to invest in the doing of *good works*.
* **Enabling Services (ES).** ES is the term used for the property used to accommodate SVdP’s business leadership and support functions, i.e., Mission and Spirituality and Corporate Services, etc. ES includes the properties where SVdP is the lessor to generate lease incomes.

The SVdP services streams operated from both freehold and leasehold properties, as either the lessee or lessor, with our services standalone or co-located, across a range of uses (community, residential, retail, warehouse, office and commercial).

This requires an RPM that can deliver property services across the diverse range of service streams and property functions, in an equitable manner to each service stream.

# Accountabilities and responsibilities

The Regional Property Manager (RPM) will:

* **Strategic Planning:** be aligned to and deliver within the context of the Strategic Plans (including the Property Strategy);.
* **Asset Management Planning:** Support the Portfolio Asset Manager (PAM) to develop and implement state-wide (and regional) property and asset management plans to maintain, utilise, improve and maximise the value of the property portfolio. Provide research, analysis and market overviews for regional and commercial markets. The PAM is responsible for the preparation of the state-wide asset management plan.
* **Asset Plan (annual/cyclical):** Develop and implement an asset plan for each of the properties within the RPM’s region in coordination with the Portfolio Asset Manager (PAM).
* **Leases and occupation management:** Undertake rent reviews and lease renewals (outgoings/options/rent increases, etc) and the preparation of offers of lease/leasing documentation; negotiate lease matters with landlords and tenants; instruct legal team for the preparation of leases and management the execution of leases.
* **Fit out and Minor Works:** Manage and deliver fit-out and minor works, including the capital expenditure approvals process.
* **Reporting**: Ensure appropriate information systems are in place and properly maintained to enable timely and accurate reporting on property performance for the portfolio/region.
* **Safety and Workplace**: Ensure a safe working environment for staff, members and volunteers by implementing the Society’s workplace health and safety practices; manage properties within accreditation, audit and compliance requirements and standards.
* **Compliance with Policies:** Ensure that contractors and service providers complete relevant pre-engagement checks (National Criminal History check, and where required Working with Children Check); act in accordance with the organisation’s Code of Conduct and Member and Volunteer Charter; and comply with the organisation’s Workplace Health and Safety program.
* **Risk Management:** Ensure that effective risk management procedures are in place to have compliance with legal, employment and governance requirements.

# Critical Key Performance Indicators (KPIs)

* That the SVdP services streams stakeholders are advocates for the RPM’s approach and engagement in the delivery of the services streams’ property solutions.
* Property portfolio and property functions are managed safely-in-operation with complete and correct accreditation, audit and compliance reporting.
* Documented property specific asset plan for each property in the RPM’s region; and Planned Preventative Maintenance plan (PPM) for each property established within the Property Management System (PMS) which is MRI FM5000.
* All leases (whether SVdP is lessee or lessor) are under a formal lease, i.e., a zero-tolerance approach to holding over of leases unless specifically directed otherwise.
* The financial management of leases (rent reconciliation and lease accounting) in that monthly rent reconciliation is correct and complete.
* Capital projects and new property acquisitions are completed within agreed project controls and timeframes.

# Key working relationships

In addition to the Director, Property and Facilities (DPF) and DPF direct reports, the Regional Property Manager will have positive working relationships with:

* The leaders and stakeholders for each of MVRO, VS and CEFC.
* The people in the corporate services support functions (finance, IT, procurement, legal, etc) to develop collaborative relationships to deliver supported outcomes.
* The Facility Coordinator who will support the RPM to deliver day-to-day maintenance and minor capital works.

# Essential criteria

## Critical capabilities

There are nine capabilities expected of all employees across the Society:

* ‘**People we serve’ centric:** (Level 3) Manage the delivery of high-quality services that provide a hand up for the people we serve.
* **Values based leadership:** (Level 3) Manage teams and areas of work to align to the Society’s mission, vision, values and lay Catholic heritage.
* **Impact focus:** (Level 3) Manage the delivery of positive impact through informed decision making and efficient and effective use of resources.
* **Collaboration:** (Level 3) Manage collaboration with Conferences, directorates and teams to create opportunities, solve challenges, foster the Society’s mission and implement the Strategic Plan.
* **Change leadership:** (Level 3) Manage and mobilise resources to deliver change.
* **Team performance:** (Level 3) Manage and develop individuals and teams to deliver against Society’s strategic priorities.
* **Digital engagement:** (Level 3) Manage virtual, dispersed teams and stakeholders using digital tools.
* **Innovation and improvement:** (Level 3) Facilitate an improvement in existing and new services, and ways of working.
* **Financial acumen:** (Level 3) Manage the team’s resources, projects and services to deliver positive outcomes within budget*.*

## Role-specific criteria

* Excellent interpersonal and relationship management skills, with a proven ability to collaborate effectively with internal and external stakeholders. A mindset of service excellence and professional services delivery standards.
* Demonstrated ability to manage multiple and competing priorities across and within several client service streams.
* To be a trusted advisor, based on knowledge, whole of program planning, and getting it *complete and correct first time*.
* Be *outcomes-focused* and with the ability to apply wisdom to navigate around hurdles to delivery initiatives.
* The energy to understand and know your portfolio including travelling across the region to inform strategic and tactical decision making.
* Excellent written and oral communication skills including the ability to prepare financial-social sustainable business cases and articulate the merits of a proposition.
* Demonstrated ability to review and analyse business data and analytics to enable effective reporting and decision-making on operational performance.

# Desirable criteria

* An understanding of membership and for-purpose organisations, and the challenges and rewards of managing property within a financial-social environment.

# Directorate overview

This position is in the Finance directorate. The teams within the directorate and their functions are:

* Group Financial Planning and Analysis: this team is responsible financial budgeting, forecasting and reporting; targeted financial analysis for senior management; strategic and operational advice to senior leadership to improve financial decision-making and business performance.
* Finance and Accounting: this team is responsible for state-wide finance policies and procedures; finance shared services (accounts payable, accounts receivable); treasury and investment functions; financial reporting to external stakeholders; financial strategy and special projects.
* Information Technology: the development, delivery and management of IT systems across SVdP.
* Payroll: this team is responsible for organisation wide payroll.
* Procurement and Fleet: this team is responsible for procurement; and fleet.
* Property and Facilities: this team is responsible for state-wide property management and facilities management.