

Position Description

Title:	Manager, Real Estate Services
Business unit:	Housing & Property
Location:	130 Lonsdale Street, Melbourne
Employment type:	Full-time, ongoing
Reports to:	Head of Commercial Property

About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we work in solidarity with Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the traditional owners and custodians of this land.

We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

Our purpose: To inspire people, enliven communities and confront injustice

Our values: We are imaginative, respectful, compassionate and bold

1. Position purpose

The Manager Real Estate Services reports to the Head of Commercial Property and is responsible for managing on the commercial leasing and licensing, including new site acquisition, make-good, and leasing advice to the organisation.

The role is responsible for managing the existing commercial property portfolio held by Uniting, including undertaking lease or licence renewals, identifying opportunities to add value to the portfolio or optimise where applicable, as well as supporting the implementation of Uniting's Strategic Asset Management plan.

The role is accountable for the management of the Property Interest Register.

2. Scope

Budget:

Nil

People:

1 direct report – Real Estate Administrator

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3. Relationships

Internal

- Head of Commercial Property
- Commercial Property team
- Facilities team
- Property Maintenance and Services team
- Assets, Planning and Projects team
- Head of Finance and Procurement (CFO)
- Senior Manager, Contracts & Procurement
- Operational General Managers and Executive Officers
- Finance Business Partners
- Mission team
- Uniting Program Partners

External

- Synod Property Services
 - Synod Legal Services
 - Consulting firms, contractors, outsourced service firms, property agents, regulatory authorities
 - Real estate agents
 - Landlords
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4. Key responsibility areas

Operational processes and service delivery:

- Strategic portfolio management:
 - Develop and implement strategic plans for the commercial leasing property portfolio to maximise alignment to Uniting values, facilitate the Uniting Strategic Plan and deliver Uniting services.
 - Conduct market research and / or analysis to identify potential opportunities and risks.
 - Proactively and regularly monitor portfolio performance and recommend appropriate actions.
- Lease negotiations and management:
 - Lead lease or licence negotiation with tenants, landlords and / or legal representatives to secure best-value and commercial terms and conditions.
 - Manage compliance with all lease agreements, oversee and manage rent reviews, option dates and / or lease renewals.
 - Collaborate with legal counsel to review and finalise lease documentation/agreements.
- Team leadership and development:
 - Provide leadership and guidance to the team and fostering a collaborative work environment.
 - Assign and delegate tasks, set and manage performance goals, and conduct regular performance evaluations.

Financial management:

- Ensure adherence to allocated budgets and / or policy guidelines for all commercial property activities and operations within the scope of responsibility, including rent-related expenses and income.
- Oversee rent responsibilities, including timely payment and collection, processing, and reconciliation of rental payments.
- Monitor financial transactions and ensure compliance with lease and contractual obligations, including rent terms and payment schedules.
- Review and recommended procurement strategies for contractors, goods, and services related to leasing, licensing, and / or other relevant property activities.

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Client management:

- Effectively manage relationships with key stakeholders, both internally and externally, to ensure strong partnerships and / or client satisfaction.
- Manage a comprehensive understanding of current and future client property requirements, anticipating their needs and proactively addressing them.
- Manage changing business needs and align property solutions accordingly, ensuring efficient resource allocation.
- Ensure that all engagements with external parties positively contribute to Uniting's reputation and growth, fostering mutually beneficial relationships.

Legal requirements & risk management

- Ensure all legal, funder and statutory requirements pertaining to the position are met including serious incidents, reportable conduct, and mandatory reporting (child safety)
- Foster a culture where risks are identified and appropriately managed
- Report areas of serious risk to next level supervisor and work together to mitigate those risks.

Personal accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
- Ensure appropriate use of resources.
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e. equal employment opportunity, health, and safety) and mandatory training specific to position.
- Declare anything that you become aware of through the course of your engagement which may impede your suitability to work with children and / or young people.
- Declare any potential or actual conflict of interest that you become aware of through the course of your engagement:
 - Based on a relationship with a current member of Uniting's workforce
 - Based on my ongoing work with another organisation.

5. Person specification

Qualifications

- Bachelors' degree or higher in real estate, property, finance, business administration or related field.
- Agents Representative Certificate or Real Estate Licence preferred, but not essential.

Experience

- Extensive experience in property management, leasing and lease negotiation, property advisory services, or related roles, with a strong focus on sophisticated commercial, premium grade, or retail assets.

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- Strong technical skills to adapt to industry specific real estate software.

Core selection criteria

- Values alignment: ability to demonstrate and authentically promote Uniting's values.
- Demonstrated ability to provide safe environments for children and young people and protect them from abuse and neglect.
- Excellent time management and organisation skills with the ability to manage multiple projects within tight timeframes.
- A customer-focused approach and the ability to effectively communicate with a variety of stakeholders.
- Demonstrated capacity to engage proactively with other managers and business leaders, maintain positive working relationships and contribute to the achievement of organisational goals.
- Demonstrated expertise in analysing real estate markets, evaluating investment opportunities, and conducting financial assessments. Strong understanding of investment strategies and their application in the real estate industry.
- Ability to analyse complex real estate data, identify patterns, and develop innovative solutions.
- Strong problem-solving skills to address challenges and make informed decisions.
- Demonstrated ability to manage large operational and capital budgets.
- Ability to construct and articulate business cases relating to the ownership, acquisition and sale of built assets and leased property.
- Team oriented, collaborative approach, with the ability to support and contribute to a high functioning team.

6. We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and relevant Working With Children Check (and NDIS Worker Screening Check where relevant) to your State prior to commencement of any paid or unpaid work and/or participation in any service or undertaking.

This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.

7. Acknowledgement

I have read, understood, and accepted the above Position Description

Employee

Name:

Signature:

Date: