

# Property Manager Position Description

<b>Reporting to:</b>	Head of Group Operations & Risk	<b>Work location:</b>	Hybrid Office: Melb or Bris
<b>Department:</b>	Group Operations	<b>Budget holder:</b>	Yes
<b>Team:</b>	Group Operations & Risk	<b>Direct reports:</b>	nil

## Role Purpose

The Property Manager is accountable for managing Save the Children's leased property portfolio, ensuring it meets operational needs now and for the future, is low cost yet holds maximum value for our people (workplaces), clients (workspaces) and customers (retail premises).

Accountable for the end-to-end management of the property footprint, including planning, full lifecycle management (identified need, establishment, maintenance, closure) and relevant compliance obligations.

The role will partner with key leaders to ensure our properties meet business needs, while continuously enhancing the quality and accessibility of our workplaces.

You will be an exceptionally well organised, solution-oriented partner with keen commercial nous and an ability to foster strategic partnerships for impact and value.

## Key Areas of Accountability

### Management of the Property Portfolio

- Ensure effective management oversight and operational controls are in place for all leased properties, including: evergreen leasing agreements, effective forward planning on property condition reports and maintenance, accurate and current data profile for every property, regular and appropriate engagement with key stakeholders (landlords, agents, internal stakeholders)
- Ensure an appropriate property maintenance and compliance regime in partnership with key operational leaders
- Bring fresh ideas to the concept of workplace and seek to partner with leaders and landlords/ managing agents to improve our workplaces and encourage collaboration and attendance
- Establish and maintain client centric listening processes to ensure major workplaces at Save (state, regional offices, retail stores) are meeting the needs of our people
- Partner effectively with SCA's retail leadership and operations team to ensure the retail property portfolio is well managed, has a clear and evergreen plan that identifies and capitalises on opportunities while mitigating financial and regulatory risk
- Partner with business leaders, Health & Safety to ensure efficient and effective facilities management across the portfolio, including management of any third party facilities or other suppliers as appropriate
- Regular reporting to the Executive team on portfolio opportunities (cost savings, footprint optimisation, team connection etc).
- Review, assess and approve key leasing agreements on behalf of the Group
- Oversee the day-to-day management and efficient operations of the state office properties (Melbourne, Sydney) and ensure co-location with like minded organisations in order to reduce cost and improvement partnerships with other NFPs.

### Manage Risk and Issues

- Work with the Group General Counsel to ensure effective insurance coverage for the property portfolio, including the management and oversight of major claims
- Be aware of, document and manage the risks within the property portfolio, act to mitigate these risks and ensure appropriate controls are in place and regularly tested

- Manage and investigate major property incidents in line with incident management procedures, including analysing incident trends and seeking opportunities to address systemic issues in a sustainable way

#### **Improve Safety and Compliance Outcomes**

- Partner with finance to ensure the appropriate accounting treatment for the property portfolio
- Be a role model for safety and security and comply with all workplace safety policy, procedure, work instructions and training
- Work in partnership with the Head of Health and Safety to ensure the property portfolio is compliant with all relevant national, state and territory OHS legislation and regulations
- Effectively support leaders to achieve evergreen compliance through simple systems, tools and providers

#### **Code of Conduct and Child Safeguarding requirements**

- Comply with Save the Children's Code of Conduct and relevant Policies
- Maintain a child safe environment at the workplace and safeguard children's rights, acting in the best interests of children at all times
- Maintain a safe and positive relationship at all times with all stakeholders and especially children and young people

#### **Person Specification**

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##### **Essential knowledge or experience**

- Demonstrated experience in managing a diverse, dispersed, leased property portfolio
- Broad strategic and operational strength across all aspects of property management
- A keen sense for commercial outcomes and strong understanding of the financial controls and standards applicable to commercial property management
- Excellent communication and relationship building skills across all levels of an organisation (Exec, Leader, teams)
- Strong external networks and an ability and keen interest in developing partnerships that will deliver value for Save the Children
- Extensive experience managing property upgrades, moves, changes across geographically dispersed organisation, including overseas
- Ability to foster a culture of continuous improvement, customer centricity and quality delivery
- Outstanding problem-solving skills supported by strong analytical capability
- Practical, pragmatic and solution focused
- Sound understanding of the relevant property, safety legislation and regulations across Australia (all states, territories)

##### **Desirable knowledge or experience**

- Experience and knowledge of property markets in Papua New Guinea, Vanuatu, Solomon Islands
- Awareness of OHS legislation and how it applies to retail operations and general workplaces

##### **Required qualifications and/or accreditations**

- Relevant property management certification

##### **Additional Information**

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- Any offer of employment at Save the Children Australia will be subject to a satisfactory National Police Record Check and a Working with Children Check
- Employees must sign on to Save the Children Australia's Code of Conduct
- Ongoing performance and employment will be measured against KPIs, values and demonstrated behaviours outlined above
- Save the Children Australia is an Equal Opportunity Employer

**Driver's Licence:** Not required

**Working with Children Check:** Required

**Travel:** Small amount of travel

**Assets:** Property portfolio (leased)