

## Position description

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<b>Position</b>	Group Manager Property Management
<b>Group</b>	Property
<b>Reports to</b>	Executive General Manager Property Group
<b>Location</b>	1010 La Trobe Street Docklands Victoria
<b>Date</b>	October 2020

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## Our organisation

VicTrack owns Victoria's transport land, assets and infrastructure and works to protect and grow the value of the portfolio, to support a thriving transport system, and make travel and living better for Victorians.

With much of the asset portfolio dedicated to transport – our lands, infrastructure, trams and trains, and telecommunication networks – our focus is strategic asset management and supporting the delivery of better transport solutions. With a strong commercial focus we invest back into transport and communities, and support other non-commercial activities like community projects and environmental and heritage preservation.

## Our core functions

Victoria's *Transport Integration Act 2010* sets out the objectives for each transport sector agency, and as the asset owners, our role is to manage the assets consistent with transport system objectives. Our core functions include:

- Telecommunication services and network infrastructure that supports public transport
- Managers of land set aside for transport purposes, including the development and sale of land no longer required for transport
- Project management and civil engineering services for rail infrastructure upgrades
- Transport facilities and asset management, including the open access Dynon Rail Freight Terminal and heritage, buildings and environmental preservation

## Our business groups

Our business is made up of three specialist delivery groups including Property, Telecommunications and Project Delivery, which are supported by Corporate Affairs and Business Services. Each delivery group provides various disciplines in assets management and service delivery.

## **Our vision**

To grow as a commercially sustainable corporation that supports the delivery of government policy and achieves triple bottom line outcomes through a strong commercial focus and environmental sensitivity and provides a range of social benefits to Victorian communities.

## **Our mission**

To improve the value of assets that VicTrack manages for the state and deliver a range of commercial services and projects that improve Victoria's transport system and contribute to the state's liveability and sustainable economic development.

## **Our values**

- Professional
- Collaborate
- Achieve
- Innovate

## **Dimensions**

### **Reporting Relationships**

The Group Manager Property Management reports to the Executive General Manager Property Group. The Group Manager, Property Management is the direct report for all internal and external property managers and will provide support and advice on all issues pertaining to the management of the property portfolio.

### **Budget**

\$28.7m

### **Other**

NA

## **Purpose of the position**

The Group Manager, Property Management is ultimately responsible for management of all properties within a very large portfolio of assets, 1,476 leases of VicTrack by growing the retail and commercial revenue.

The role will develop and implement investments and strategic leasing activities that supports VicTrack's revenue and the State's transport policies.

Motivating, managing and leading the leasing team.

## Key accountabilities/functions

- Strategic review, management and realisation of existing and new revenue opportunities, including strategic development of new asset class leasing portfolios
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- Lead, manage and be accountable for the development and performance of the Property Management Team
- Develop, manage and monitor the implementation of the Property Management business plan, including asset renewals program, business development & revenue portfolio; and community and rail heritage leasing portfolio.
- Provide strong and effective leadership for all employees with a strong focus on teamwork, safety, change management and continuous performance improvement.
- Strategic tenancy management with a focus on asset refurbishment opportunities, utilising appropriate financial modelling)
- Maximise the rental performance of leased properties to ensure revenue targets for commercial leasing are achieved or exceeded
- Develop strategies for capital expenditure including life cycle costing's, and co-ordinate capital expenditure budgeting and planning for assets within the leasing portfolio
- Manage the tourist and heritage rail function, including leading the Victorian Tourist & Heritage Registrar and their functions, as set out in the Transport Integration Act
- Manage and monitor key third party supply contracts, including the property management contract with BGIS
- Manage the VicTrack internal accommodation strategy, plan and deliverables

## Customer focus

At VicTrack we require staff to practice Customer Focus by recognising the importance of valuing customers (internal and external) and ensuring that all activities are oriented towards meeting their needs. This is about listening to customers regarding their expectations and focusing on delivering solutions that address their needs. Customer focus also includes proactively seeking and acting on feedback to enhance the customer experience.

This position has organisational responsibility to ensure our collective approach to a customer centric approach is delivered, managed and monitored.

## Safety responsibilities

Ensure safety instructions are adhered to and report any inappropriate practices and incidents. Comply with Occupational Health & Safety Act in regard to self, tenants and customers.

## Train track safety awareness

All staff who may be required to come into contact with rail activity, including design work and the management of other staff, shall:

- Be responsible for their actions where those actions can in any way affect or compromise railway safety;
- Be aware of the railway safety requirements associated with their duties and responsibilities;
- Take whatever action is possible to prevent the occurrence of unsafe conditions and / or incidents;
- Report any railway safety problems / hazards of which they become aware to the Manager Safety.

## Individual attributes

### Qualifications

- Tertiary qualifications in Real Estate, Property or Valuation is required

### Knowledge & Experience

- Management of a team of direct reports
- Proven experience in the management of a large portfolio or other property management/corporate real estate discipline with an awareness of the privatised rail regime.
- Thorough understanding of valuation principles and practices.
- Knowledge of and experience in budget preparation and monitoring.

### Skills

- Demonstrated interpersonal skills, with the ability to communicate & negotiate with clients
- Strong leadership and results driven skills, including developing teams
- Demonstrated stakeholder management and leadership
- Excellent report writing skills.
- Ability to influence others

## Interpersonal and Other Features

### Internal relationships:

Senior leadership across VicTrack

Specialist functions across VicTrack

### External relationships:

- Department of Transport,
  - Transport for Victoria,
  - Major Transport Infrastructure Authority

- Essential Services Commission Victoria
- External specialist providers e.g. property managers, law firms