

Position description

Position title	Property Manager
Position number	200518, 201064
Classification level	D
Group	Property
Reports to	Lease Relationship Manager
Location	1010 La Trobe Street Docklands Victoria
Date	February 2024
Tenure	Full-time Permanent

Our organisation

VicTrack is custodial owner of Victoria's rail transport land, assets and infrastructure. We work to protect and grow the value of the portfolio, to support a thriving transport system and make travel and living better for all Victorians. With much of our asset portfolio dedicated to rail transport – our land, infrastructure, trams, trains and telecommunication networks – our focus is on strategic asset management and supporting the delivery of better transport solutions.

Whether we're planning and managing the use of transport land, upgrading the telecommunication network or partnering on major infrastructure projects, our job is to ensure the state's assets continue to serve Victoria now and well into the future.

Our core functions include:

- delivering telecommunications infrastructure and services that form the backbone of the transport network from signalling, driver communications, public information displays and myki ticketing
- managing land set aside for transport purposes, including the development and sale of land no longer required for transport to optimise its use
- generating income through land sales and commercial leases that is reinvested into the state's transport system
- providing project management, engineering and construction services to deliver a range of government transport projects from Victoria's Big Build to station and car park upgrades
- managing transport facilities and assets, including the open access Dynon Rail Freight Terminal, heritage buildings and environmental preservation.

VicTrack is the custodial owner of most of Victoria's tourist and heritage assets and performs the role of Tourist and Heritage Registrar.

Our business groups

Our business is made up of three specialist delivery groups – Property, Telecommunications and Project Delivery – supported by Corporate Services, Strategy & Transformation and the Office of the Chief Executive.

Our vision

As a part of the transport portfolio, we share a common vision as defined in the *Transport Integration Act 2010*:

“To meet the aspirations of Victorians for an integrated and sustainable transport system that contributes to an inclusive, prosperous and environmentally responsible state”.

In realising this vision, we are working towards a transport system that promotes:

- social and economic inclusion
- economic prosperity
- environmental sustainability
- integration of transport and land use
- efficiency, coordination and reliability
- safety, health and wellbeing.

Our mission

To protect and grow our rail transport assets and drive reinvestment to service Victorians now and into the future.

Our values

- Professional – We make decisions with integrity and respect. By behaving professionally and ethically we win the trust of our colleagues, stakeholders and customers.
- Collaborate – We collaborate to get things done efficiently and effectively. We have greater opportunity through leveraging our collective knowledge, building stronger bonds and respecting each other.
- Achieve – We perform our roles with integrity and skill. We hold ourselves accountable for delivering what is needed and own both our successes and mistakes.
- Innovate – We embrace all new ideas that bring about change that adds value. We become more efficient, effective and competitive.

Dimensions

Reporting relationships

This role reports to the Lease Relationship Manager

Budget

N/A

Other

N/A

Purpose of the position

The Property Manager supports the coordination and implementation of the property management function of managed properties within the portfolio of assets in the Property Group, which may include commercial, residential, community, land and telecommunication. The role will work closely with VicTrack's internal stakeholders and external State Major Projects teams such as Level Crossing Removal Project and Rail Projects Victoria. The property assets are owned within an environment where VicTrack is both an owner of property leased by third parties, and also an occupier of its own assets which it uses as a platform for undertaking its core business. The focus of the role is to act and assist VicTrack with the management of properties that will be required for state projects.

Key accountabilities/functions

- Review and provide VicTrack third party tenancy information to MTIA stakeholders as requested and manage the interface between MTIA projects and VicTrack's outsourced service provider.
- Coordinate and manage lease termination notices and 'make good' of leased land once a lease is terminated in line with VicTrack processes.
- Provide lease review, notes and documentation for leases affected by projects.
- Manage the hand-back of land from projects at completion.
- Arrange and attend tenant meetings and attend site inspections.
- VicTrack license agreement for 3rd party use/access to VicTrack land (includes council car parking on land outside IL, and repurposing of heritage stations.)
- Meet regularly with tenants in order to raise VicTrack's profile as landowner, build effective business relationships and better understand tenant requirements.
- Ensure VicTrack compliance with law relating to leasing and property management functions, along with ensuring lessee compliance with lease obligations and covenants. This includes conducting site inspections and participating in continuous improvement implementation.
- Update and record lease and property detail changes as appropriate while providing information on lease status, including expiry, renewal, variations and options to support annual portfolio planning.
- Provide lease review, notes and documentation for leases affected by projects and manage all tenant and lease issues on behalf of VicTrack, including liaising with the outsourced property management service provider.
- Provide input/assistance in development of Ministerial briefings as requested by VicTrack.
- Manage and process any amendments to lease documentation, including relevant insurances, bank guarantees/security deposits and rent cheques etc., based on options or lease renewals as approved.

Customer focus

VicTrack staff practise customer focus by recognising the importance of valuing customers (internal and external) and ensuring that all activities are oriented towards meeting customer needs. We listen to customers about their expectations and focus on delivering solutions that address their needs. Customer focus also includes proactively seeking and acting on feedback to enhance the customer experience.

Safety and environmental responsibilities

Ensure safety and environmental instructions are adhered to and report any inappropriate practices and incidents. Comply with the *Occupational Health and Safety Act*, as it applies to self, tenants and customers, and environmental legislation in regard to preserving the environment.

Rail safety

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

- 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 unsafe conditions and/or incidents
- report any railway safety problems/hazards to the Manager Safety
- safely access the rail corridor.

Individual attributes

Qualifications

- Qualifications in Property and Real Estate or similar is mandatory.

Knowledge and experience

- Extensive experience in the management of a property portfolio
- Good knowledge of property management practices
- Practical understanding of valuation principles and practices used in rentals
- An understanding of property law, and real estate practices and principles
- An understanding of government policy in relation to dealing with the leasing of VicTrack land
- Knowledge of and experience in budget preparation and monitoring

Skills

- Computer literate in the required applications, including Microsoft Office
- Experience with GIS systems
- Well-developed negotiation, analytical and problem solving skills and ability to apply these to property management issues

- Ability to prioritise and manage complex tasks within deadlines and minimal supervision, while minimising risk to the organisation
- Good report writing and project management skills with proven capacity to influence different stakeholders
- Well-developed interpersonal skills with the ability to effectively communicate with a wide range of people and build and enhance key relationships
- Ability to operate in a team environment and contribute to team goals

Interpersonal and other features

Internal relationships

- Staff and management within the Property Group and greater VicTrack staff such as Finance, Land Assessment and Legal

External relationships

- Tenants
- Outsourced property management service provider
- Major project teams within government
- Legal
- Other government agencies
- Local government
- Statutory authorities