

Position description

Position title	Property Manager
Position number	201064
Classification level	D
Group	Property Group
Reports to	Lease Relationship Manager
Location	1010 La Trobe Street, Docklands
Date	February 2025
Tenure	Permanent full time

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 two specialist delivery groups – Property and Telecommunications – 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

The Property Manager role reports directly to the Lease Relationship Manager but works closely with the Group Manager of Property Management, the wider Property Management team and other stakeholders in VicTrack.

Budget

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 includes commercial, residential, community, land and telecommunication. The role will work closely with, internal stakeholders, VicTrack’s outsourced property management service and external State Major Projects teams. 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 optimise the financial performance of the portfolio and to ensure that best practice regimes are introduced and followed.

Key accountabilities/functions

- Support key Managers in the Property Management team with day-to-day tasks.
- Focus on increasing VicTrack's recurring revenue by finding new leasing opportunities, mitigating risk, and ensure VicTrack complies with legislation.
- Provide Property Management advice and direction to stakeholders including the Outsourced Property Management team.
- Management of financials including monthly reporting, preparation of annual budgets, outgoings recoveries, audits and reconciliation.
- 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.
- Manage and process any amendments to lease documentation, including relevant insurances, bank guarantees / security deposits etc.
- Drafting instructions to solicitors for new leases and licences.
- Ensure all Property Management processes, manuals and guidelines are updated when needed.
- Be the point of call for all daily operations and performance for a portfolio of diverse commercial assets including managing new leases, lease reviews, terminations and 'make good' of lease land.
- Attend regular meetings with tenants and stakeholders to raise VicTrack's profile as a 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
- General Administrative tasks relating to the role
- Provide input/assistance in development of Ministerial Briefings as requested by VicTrack.

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

- Qualified Agent's Representative (or obtaining certificate or license)
- Certificates in Business, Property Management or Finance preferred

Knowledge and experience

- Extensive experience in the management of a property portfolio with at least seven years' experience including commercial, retail and residential
- An understanding of community leases and not-for-profit
- 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
- Clear understanding of building services, real estate market activities, leasing and financial management of properties
- Understanding of interpreting leases, regulatory compliance such as ESMs

Skills

- Computer literate in the required applications, including Microsoft Office and 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
- Ability to operate in a team environment and contribute to team goals
- Robust report writing and project management skills with proven capacity to influence different stakeholders
- Ability to think laterally and strategically in a complex property environment
- Proven leadership skills and expertise in portfolio growth
- Exceptional communication and client relationship building skills

Interpersonal and other features

Internal relationships

- All VicTrack employees

External relationships

- VicTrack tenants
- Outsourced property management service provider
- State government departments
- Local government
- Department of Transport & Planning (DTP)
- Valuer General Victoria (VGV)
- Victorian Government Land Monitor (VGLM)
- Major Transport Infrastructure Project Authorities