

## POSITION DESCRIPTION

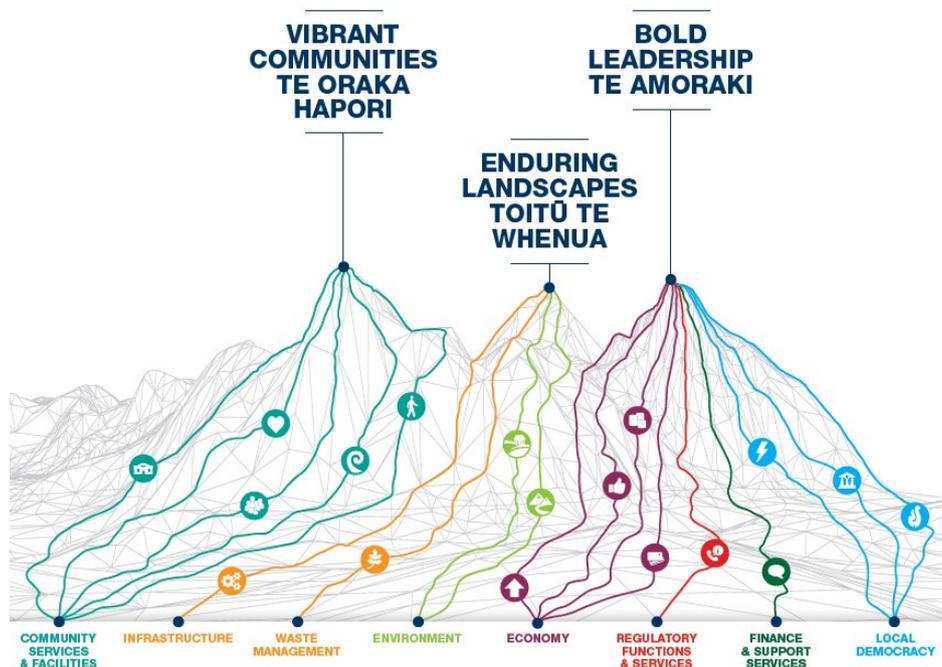
<b>Position:</b>	Property Manager
<b>Department:</b>	Property – Property and Infrastructure
<b>Location:</b>	Queenstown
<b>Reports to:</b>	Property Director
<b>Date:</b>	February 2021

### BACKGROUND

Queenstown Lakes is a unique district with population and economic growth, coupled with an international reputation as a tourist destination that is unmatched. It has a relatively small number of residents (approximately 38,000 in 2018) but experiences 2 million + visitors every year.

The Queenstown Lakes District Council has a central role to play in maintaining and enhancing the quality and liveability of the outstanding environment of the district. It is also has a central role in development and regulation and provides high quality services and infrastructure to residents and visitors; managing the district’s parks, trails, libraries and recreational facilities; enabling sustainable development through consenting services; and regulating local activities.

The 2018-2028 Ten Year Plan aspires to create momentum in a range of areas through a focus on three peaks - enduring landscapes, bold leadership and strong and diverse communities. The 2018/2019 Annual Plan provides for a total of 380+ council staff.



## VISION, MISSION AND VALUES

We're proud to be QLDC, and our culture is an important part of who we are. The vision, mission and values set out below are the foundation for our organisational culture; how and why we go about things:



## PURPOSE

This role is designed to make a significant contribution to the effective and efficient management of the allocated QLDC property portfolio.

Forming part of the Property Team within the Property and Infrastructure Directorate, the purpose of this position is to manage the assigned property management activity to ensure the portfolio delivers the appropriate levels of services for the organisation.

## KEY TASKS

### Property Management Main Priorities

- Develop, implement and maintain a Property Lease Strategy (owned and leased, and leased to use)
- Manage leases and permits for all assigned property (owned and leased) assets including all rent review processes, expiries, new leases, variations, financials, and internal approval processes).
- Manage all professional property services providers required to manage leases

- Develop, implement and maintain a Property Management Plan (owned), and individual property management plans for assigned property.
- Contribute to the development of the overarching portfolio strategy and individual property strategy initiatives
- Manage the Professional Property Services Panel
- Identify and manage acquisitions and divestments for all assigned property
- Contribute to the development and implementation of the internal property information management system.
- Ensure an accurate record of assets is maintained for all property assets
- Support the Property Team with the preparation of an annual work plan
- Provide regular, accurate property reports
- Work with the Property Facilities Manager to ensure a seamless delivery of property services
- Work with the Property Project Delivery Team to ensure a seamless delivery of property services
- Provide strategic and tactical property advice.

#### **Corporate Responsibilities**

- Build commitment to QLDC's vision, values and services.
- Willingly undertake any duty required within the context of the position.
- Manage own personal health and safety and takes appropriate action to deal with workplace hazards, accidents and incidents.
- Comply with all legislative requirements.
- Adhere to QLDC's Code of Conduct.

#### **KEY RELATIONSHIPS**

##### **Internal:**

- Executive Leadership Team (ELT)
- General Manager – Property and Infrastructure
- General Manager – Community Services
- Department Managers
- Other Property Specialist Colleagues in the Property Team
- Finance staff
- Knowledge Management staff
- All QLDC staff

##### **External:**

- Property management service provider
- Specialist property service providers
- Contractors and consultants

## ACCOUNTABILITIES AND DELEGATIONS

### Financial Authority

- No financial delegations held.

### Staff Authority

- No staff management responsibilities.

## PERSON SPECIFICATION

### Education

- Bachelor's degree in Property or Commercial Law required, or related discipline

### Experience

- 8-10 years' previous experience working as a Property Manager, in a relevant property management environment of diverse property types
- Experience in lease management, preferably with some experience in the local government sector
- Knowledge and experience in working with the Reserves Act
- Experience in the development and management of Lease and Property strategic plans
- Ability to negotiate property transactions with confidence
- Good working knowledge of building construction materials and techniques
- Experience in managing multiple property assets
- Experience in managing a variety of different stakeholders

### General

- Excellent written and verbal communication skills to liaise with all levels of people
- Current, full driver's licence

## COMPETENCIES

Core competencies for all employees of QLDC:

Customer focus	Is dedicated to meeting the expectations and requirements of internal and external customers; Gets first hand customer information and uses it for improvements in products and services; Acts with customers in mind; establishes and maintains effective relationships with customers and gains their trust and respect.
Action Oriented	Enjoys working hard; is action oriented and full of energy for the things he/she sees as challenging; not fearful of acting with a minimum of planning; seizes more opportunities than others.
Drive for results	Can be counted on to exceed goals successfully; is constantly and consistently one of the top performers; very bottom line oriented; steadfastly pushes self and others for results.
Integrity & Trust	Is widely trusted; is seen as a direct, truthful individual; can present the unvarnished truth in an appropriate and helpful manner; keeps confidences; admits mistakes; doesn't misrepresent him/herself for personal gain.

Relationship Management & Teamworking	Relates well to all kinds of people, up, down, sideways, inside and outside of the organisation; Builds appropriate rapport quickly; Builds constructive and effective relationships; Uses diplomacy and tact; Can defuse high tension situations comfortably.
Health & Safety	<ul style="list-style-type: none"> <li>• Ensures compliance to all legal/statutory and company requirements for Health and Safety</li> <li>• Adheres to all QLDC's Health &amp; Safety policies and procedures</li> <li>• Is actively involved in QLDC's health and safety systems</li> <li>• Wears relevant personal protective clothing and equipment as and when required* Use only for roles where PPE may be required</li> <li>• Reports any pain, discomfort or other health &amp; safety concerns as soon as possible</li> <li>• Ensures all accidents, incidents and hazards are reported using QLDC's Health &amp; Safety reporting procedures</li> </ul>

Competencies specific to the role:

<i>Problem Solving</i>	Uses rigorous logic and methods to solve difficult problems; probes all fruitful sources for answers; can see hidden problems; is excellent at honest analysis; looks beyond the obvious and doesn't stop at the first answers.
<i>Timely Decision Making</i>	Makes decisions in a timely manner, sometimes with incomplete information under tight deadlines and pressure; able to make a quick decision
<i>Business Acumen</i>	Knows how businesses work; knowledgeable in current and possible future policies, practices, trends, technology, and information affecting his/her business and organisation; knows the competition; is aware of how strategies and tactics work in the marketplace.
<i>Decision quality</i>	Makes good decisions based upon a mixture of analysis, wisdom, experience and judgement; most solutions and suggestions turn out to be correct and accurate when judged over time; sought out by others for advice and solutions.
<i>Negotiating</i>	Can negotiate skilfully in tough situations with both internal and external groups; Can settle differences with minimum noise; Can win concessions without damaging relationships; Can be direct and forceful as well as diplomatic; Gains trust quickly of other parties to the negotiations; Has a good sense of timing.
<i>Planning</i>	Accurately scopes out length and difficulty of tasks and projects; sets objectives and goals; breaks down work into the process steps; develops schedules and task/people assignments; anticipates and adjusts for problems and roadblocks; measures performance against goals; evaluates results
<i>Political savvy</i>	Can manoeuvre through complex political situations effectively and quietly; Is sensitive to how people and organisations

	function; Anticipates where the land mines are and plans his/her approach accordingly; Views politics as a necessary part of local government life and works to adjust to that reality.
<i>Informing</i>	Provides the information people need to know to do their jobs; Provides individuals with information so that they can make accurate decisions and give appropriate advice to others; is timely with information
<i>Strategic Agility</i>	Sees ahead clearly; can anticipate future consequences and trends accurately; Has broad knowledge and perspective; is future oriented; Can articulately paint credible pictures and visions of possibilities and likelihoods; can create competitive and breakthrough strategies and plans.