



## POSITION DESCRIPTION

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<b>Position Title:</b>	<i>PROPERTY MANAGER</i>
<b>Reports To:</b>	<i>Operations Manager</i>
<b>Location:</b>	<i>Mercy Centre Alphington, VIC</i>
<b>Parameters:</b>	<i>Two year full time with possibility of contract extension</i>
<b>Date Prepared:</b>	<i>September 2021</i>
<b>Approved By:</b>	<i>Executive Director, ISMAPNG</i>

### **Context**

The Institute of Sisters of Mercy of Australia and Papua New Guinea (the Institute) is a religious congregation of Catholic women who endeavour to advance the Reign of God by engaging in the spiritual and corporal works of mercy.

In all aspects of their lives, Sisters of Mercy are motivated by the Gospel of Jesus Christ and inspired by the founding vision of Venerable Catherine McAuley who, with two companions, began the Order of Mercy in Dublin in 1831.

Sisters of the Institute are governed by an elected Leader and Council (the Leadership) and serve individually in a variety of ministries. The Institute itself is responsible for a large number of incorporated works in the areas of health and aged care, education, social welfare and digital communication.

For the most part, the incorporated works are governed and staffed by lay women and men. Their commitment and professionalism continue to enliven the tradition of Gospel service inherited from Catherine McAuley.

Concerning its day to day administration, the Institute is served by a dedicated team of people who deliver a broad range of professional and administrative services from a number of locations throughout Australia and Papua New Guinea. These employees work closely with their colleagues, the Executive Director ISMAPNG, the Leadership and the Institute's communities.

There is an expectation that all employees will consistently respect and uphold the workplace values of the Institute which are:

- Integrity
- Hospitality
- Unity of purpose
- Diligence for Excellence
- Respect for all



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### Primary Purpose of the Position

To manage, develop and lead the Institute's property portfolio and strategic planning and implementation of property management requirements, including the provision of operational and commercial management support to meet the goals, expectations, and requirements of the Institute.

### Scope of Role

- Management of approximately 500 properties, a combination of owned and rental, with a strong environmental sustainability lens
- Of the properties, approx. 90% are residential
- The Institute would buy / sell approx. 20 properties annually
- Properties are located nationally, across all states of Australia and Papua New Guinea
- Manage team of four property consultants
- Due to the breadth and location of properties, travel would be required

### Reporting Relationships

<u>Direct Reports to this Position</u>	<u>Indirect Reports to this Position</u>
<ul style="list-style-type: none"><li>• Property Team Members</li></ul>	<ul style="list-style-type: none"><li>•</li></ul>

### Key Relationships

<u>Internal</u>	<u>External</u>
<ul style="list-style-type: none"><li>• Institute Leadership Team</li><li>• Executive Director, ISMAPNG</li><li>• Operations Manager</li><li>• Professional Services Management Team</li><li>• Property Team</li></ul>	<ul style="list-style-type: none"><li>• Tierney Property Consultants</li><li>• Legislative Bodies</li></ul>

### Key Decision Making

<u>Decisions Expected</u> <ul style="list-style-type: none"><li>•</li></ul>
<u>Recommendations Expected</u> <ul style="list-style-type: none"><li>•</li></ul>



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### **Key Accountabilities and Responsibilities**

#### General Property Related

- Leadership of the Property team and supervising of the day to day operations of the property portfolio
- Development, implementation and ongoing review of policies, procedures and guidelines related to property management
- Ensuring the Property team takes a proactive approach to property management
- Planning for future property requirements of the Institute
- Preparation and ownership of Property related budget for budgeting purposes
- Providing advice on and supervision of major property transactions
- Providing general advice to the Operations Manager, Executive Director ISMAPNG and the Institute Leadership Team on all matters related to property
- Provision of analysis and recommendations on development, redevelopment, acquisition and divestment of property including climate change induced risks/mitigation for the Institute
- Implementing and maintaining condition audit programs for the property portfolio
- Establishing annual plans and budgets for works and property maintenance
- Ensuring property risk assessments are completed and resultant mitigation and corrective actions are implemented
- Provide external benchmarking and market astuteness to property and facilities management strategic direction
- Ensure ISMAPNG properties are well maintained through planned and scheduled maintenance, so that their economic and pastoral values are optimised. This could include energy and water efficiency and biodiversity considerations.
- Maintain positive relationships with key internal and external groups
- Liaise with builders, architects, associated consultants and relevant government bodies for building projects and developments; retrofitting buildings for optimum sustainability and carbon neutrality including energy and water efficiency and biodiversity outcomes.

#### Values & Formation

- Demonstrate values and behaviours that are in line with the values and ethos of ISMAPNG including an alignment with the mission of hearing the cry of Earth and the cry of those rendered poor, in the context of Integral Ecology and care for our common home
- Actively participate in Mercy formation available within the Institute.



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### Safety of Children and Adults at Risk

ISMAPNG is committed to ensuring zero tolerance of abuse in all its forms by creating a culture of safety and respect for all, including prioritising the safety and best interest of all children and adults at risk with whom we have contact. All staff and those who work with us are expected to take all reasonable steps to ensure the protection of children and adults at risk and to comply with our safeguarding policies and procedures, including responding to and reporting all suspicions and allegations of abuse.

Staff who have access to children through their role must have a valid Working with Children Check. All other staff, prior to commencement, must have a valid National Police Check.

### Workplace Health and Safety

- Identify and respond to any safety issues
- Attend the workplace and adhere to the ISMAPNG COVID-19 safety guidelines
- All WHS accountabilities and responsibilities relevant to the position as defined in WHS/P – 004 Structure and Responsibilities in the WHS Management System.

### **Key Challenges in Achieving Goals**

- Geographic spread of ISMAPNG

### **Qualifications, Experience & Competencies**

- Tertiary qualifications and relevant demonstrated experience in Property Management, Project Management and/or Business Management
- Proven senior level experience in property and facilities management in a large and widespread organisation
- 10+ years' experience in property management
- Strong network of contacts in the area of property management
- Knowledge of issues relating to property and facilities management
- Strong knowledge of and/or experience in sustainable retrofitting of properties and sustainable building design
- Demonstrated understanding of valuation methodologies
- Proven experience in contract management and developing and managing property development programs
- Proven ability to work autonomously, think creatively and laterally, to problem solve and to develop strategic plans and responses that take into account risk assessments, budgetary requirements and Institute needs whilst managing multiple projects
- Sound time management skills and the ability to prioritise work
- Strong leadership skills to guide the sustainability vision within a property team
- Excellent verbal, written, interpersonal and communication skills as well as proven strengths in negotiation, collaboration, networking, report writing and lateral thinking
- High level of attention to detail, quality and accuracy



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- Ability to multi task and work quickly and efficiently
- A commitment to uphold and support gospel values and mercy ethos
- An understanding of the history of the Sisters of Mercy and how the Institute relates to the broader Catholic community.

### **Other Matters**

- All employees and contractors are required to comply with the policies and procedures adopted by the Institute
- This Position Description is subject to any Letter of Offer relating to the position
- This Position Description is not intended to be all inclusive. All employees are expected to undertake other tasks and take on other responsibilities reasonably required to meet the Position Objective.