



Job Description

Job title	Property Team Leader
Group	Finance
Section	Financial Services
Responsible to	Financial Services Manager
Responsibility for employees	Property Officers 2 Custodian 1
Date	August 2014

Job purpose

This job exists to manage and mentor the Property Officers and the Custodian, and to assist with section management activities. It is responsible for ensuring Council's assets (property, vehicles, plant and equipment, furniture and fittings) are maintained and managed to a high standard, and to ensure an accurate record is kept in relation to this function.

The Property Team leader is responsible for coordinating projects across the team, and ensuring consistent application of policies and procedures across the organisation which are managed by the property team. They will manage Council's leases and ensure that our obligations as both a landlord and tenant are met, including undertaking lease renewals and rental reviews.

Functional relationships (relating to others)

External	Purpose and frequency of contact
- Contractors and sub-contractors. - Tenants and landlords. - General maintenance and security providers. - Vehicle and plant service providers. - Suppliers. - Insurance brokers. - New Zealand Fire Service.	- Managing and coordinating contractors to ensure physical works are delivered on time, on budget and to spec Daily - Manage the relationships with our tenants and landlords, attend to renewals and rent reviews as appropriate, ensure that maintenance requests from tenants are attended to and that rent and operating expenses are recovered correctly from tenants, and ensure all of our lease obligations are met. Weekly - Coordinate and oversee day to day physical works Daily - Coordinate the servicing and maintenance of our vehicle fleet and plant and equipment, coordinate the annual fleet replacement programme Weekly - Ensure the best price is gained from suppliers and that relationships with critical suppliers are managed and maintained Weekly

	- Coordinate all of Council's insurance claims Weekly - Liaise with emergency services in an emergency evacuation event, maintain a current and registered Fire Evacuation Scheme for each of our buildings Occasionally
Internal	Purpose and frequency of contact
- Staff at all levels within the organisation. - Line management of procurement officers and custodian.	- Supervises support services to all internal customers, coordinates and delegates tasks within the team Daily - Manage, mentor and assist team members. Daily

Key result areas

The job encompasses the following major functions or key result areas:

- Service delivery
- People management
- Relationship management
- Corporate contribution

The requirements in the above key result areas are broadly identified below:

Key accountabilities

Key accountabilities (jobholder is responsible for)	Key accountability measures (jobholder is successful when)
1 Service delivery	
- Assist with coordination and supervision of maintenance works for all elements of the property function. - Maintain Council's lease documentation and ensure appropriate rent review and renewal of lease action is taken on keys dates. - Provision and management of furniture and fittings, corporate clothing, and protective clothing and equipment. - Maintain building security system and procedures. - Assist with coordination of the annual fleet replacement programme. - Arrange 4WD vehicle training for staff. - Coordinate relevant health and safety training for staff to meet requirements. - Co-manage the corporate and protective clothing budget. - Provide administrative support to property function. - Processing insurance claims. - Undertake any other relevant duties as directed by the Financial Services Manager.	- Council assets are managed professionally and securely. - Council's legislative obligations are met in relation to buildings, assets and workplace conditions. - Council's obligations as both landlord and tenant are met under all Deeds of Lease, and positive relationships with tenants and landlords are maintained. - A smooth and timely annual fleet replacement programme achieved by assisting with the scheduling and coordination of vehicle deliveries and disposals, and arranging for the required adaptations to vehicles. - All relevant health and safety training is provided for staff (e.g. 4WD Vehicles training, Corporate/protective clothing and equipment training). - Effective and efficient systems and processes are in place for administration of the Property and Procurement section. - Accurate processing and monitoring of insurance claims achieved with all reimbursement entitlements received.

Key accountabilities (jobholder is responsible for)	Key accountability measures (jobholder is successful when)
	Any other duties are completed in a professional and timely manner to appropriate standards.
2 People management	3
- Provide supportive leadership, motivating and directing Employees as they work. - Effectively communicating current activities and policies. - Conducting the performance management process working with Employees to develop, monitor, and review Employees work performance. - Managing external contractors, consultants, projects, project teams, and managing the quality and timeliness of outputs. - Responsible for the day to day management of the Property team. - Provide supportive leadership, motivating and directing staff as they work. - Effectively communicating current activities and policies. - Conduct staff training and identify development needs.	- Employee turnover is within acceptable level. - Appropriately skilled employees are on the job. - Employees are professional in approach and can contribute individually and collectively to the organisation's success. - Conduct actively contributes to the building of a motivated and successful employee's team. - The performance review process is carried out on time with all employees. - Employees have a learning and development programme. - Property staff have the skills to performance the required tasks effectively and efficiently. - Staff are professional in their approach and can contribute individually and collectively to the organisation's success. - Conduct actively contributes to the building of a motivated and successful team.
3 Relationship management	
- Establish and maintain close working relationships with internal and external contacts including Local Authorities, ratepayers, landowners, suppliers, consultants, and contractors. - Provide excellent customer service and ensuring that a professional manner is maintained with customers at all times. - Developing and maintaining close working relationships with internal and external contacts as appropriate. - Acting as a representative for Council at appropriate Local Government conferences and seminars, and other events held within the region.	- Effective, professional relationships and partnerships are developed and maintained with internal and external contacts. - Professional image is conveyed in public forums. - Queries are dealt with in a professional and courteous manner. - Effective, professional relationships are developed and maintained with internal external contacts. - Professional image is conveyed in public forums.

4 Corporate contribution	
- Promote the implementation of the Corporate Culture Statement, Leadership Model and Health and Safety Systems. - Recognise individual responsibility for Workplace Health and Safety under the Health and Safety in Employment Act 1992. - Meet the statutory responsibilities detailed in the Information Management Policy and Procedures standard. - Meet Bay of Plenty Regional Council's statutory responsibilities for civil defence and emergency management.	- Corporate responsibilities are undertaken and completed accurately, meeting specified standards and within agreed timeframes. - Hazards are identified and all incidents and accidents are reported. - Participate in any wellness programmes, such as stress management training and health monitoring. - Council records are created and maintained in corporate information systems, meeting specified information management standards. - Participate in any civil defence and emergency management training initiatives and assist with any civil defence emergencies, as part of Bay of Plenty Regional Council's responsibilities for civil defence and emergency management.

Delegations

In accordance with the Council's Delegation Instrument(s) this job:

- ☐ Does / ☒ Does not control a budget Amount \$0
☒ Can / ☐ Cannot spend money from other's budget Amount \$10,000
 Jobholder can spend unbudgeted capital ☐ Yes ☒ No Amount \$0
 Jobholder is responsible for committing the organisation to long term contracts ☐ Yes ☒ No
 Jobholder signs correspondence on behalf of the Council ☒ Yes ☐ No

Freedom to act

Guidelines and support available to assist the jobholder to make decisions e.g. policy documents, standard procedures, reference to team leader or senior Employees. If jobholder can make decisions without approval from anyone else, please note that authority.

- There are two Property Officers and one Custodian in the Property team. The Property Team leader supervises and mentors the Property team members to ensure our buildings, vehicles and plant and equipment are maintained and managed to a high standard.
- The Property Team Leader is a fourth tier role, and reports to the Financial Services Manager.
- Day to day decisions can be made by the Property Team Leader where the impact is moderate.
- The Property Officer is required to seek advice from the Financial Services Manager before making major decisions.

Work complexity

Most challenging duties typically undertaken, and the frequency of it being performed:

- Coordinating and supervising a high workload across the Property team to ensure that Council's assets (buildings, vehicles, plant and equipment) are maintained to a high standard.
- Working to tight deadlines while managing the quality and timeliness of outputs.
- Assisting the Financial Services Manager with section management responsibilities.
- Convey information and ideas through a variety of media types to individuals or groups in a manner that engages the audience and helps them understand and retain the key messages.
- Use their interpersonal styles and methods to inspire and guide others towards positive changes in behaviour.

Other aspects

Note any significant aspects of this job that have not been captured elsewhere in this document.

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Person specification

Minimum academic qualifications and experience required:	
Essential	Desirable (for recruitment purposes only)
• Diploma level qualification in asset management, business management or equivalent or other relevant diploma qualification. • A valid driver's licence required*¹	• Local Authority Property Association membership

Knowledge / experience (indicate years of experience required as appropriate)	
Essential	Desirable (for recruitment purposes only)
• Demonstrated leadership ability. • A minimum of five year's work experience in a relevant role. • Budget management experience. • Practical project management experience. • A high level of English language skills, both written and oral. • High level of computer literacy, with specific requirements for Access databases, Word, Excel and Outlook.	• A good working knowledge of commercial leases. • Experience in managing a team.

¹ Driving record free of driving suspensions or convictions (excluding demerit points and infringement fees). Requirement for valid Driver's Licence may be waived if applicant has a driving-related disability.

Key skills/attributes/job specific competencies

The following indicates what would typically be expected for this role at a competent level:

Advanced knowledge	• Demonstrate a high level of professional and technical knowledge of asset management and contracts. • Project and time management ability. • Well-developed oral and written communication skills. • A sound knowledge of commercial leases.
Working knowledge	• People management skills. • A high level of computer ability. • Sound knowledge of office administration procedures and systems.
Awareness	• Community, cultural and political awareness.

Personal attributes / key behaviours

- Sound judgement and initiative.
- People management skills.
- A high level of courtesy, listening and communication skills.
- Well-developed negotiation skills with the ability to resolve conflict situations.
- Ability to work well under pressure within timeframes.
- Ability to be professional when dealing with internal and external customers.
- A mature and methodical manner.
- Prompt and focused.
- Honesty and integrity.
- Ability to work well in a team or independently.

Other requirements

- May require frequent travel within or outside Bay of Plenty region.
- Occasionally required to be flexible with work hours to attend to security and building maintenance issues.

Change to job description

From time to time it may be necessary to consider changes in the job description in response to the changing nature of our work environment. Such changes, including technological requirements or statutory changes, may be initiated by the manager of this job with due consultation with the position holder. This job description should be reviewed as part of the preparation for performance planning for the annual performance cycle.

Recommended:

Manager

Date

Approved:

Manager

Date

Discussed with incumbent:

Employee

Date