POSITION DESCRIPTION

EM ASSISTANT BUSINESS PARTNER

POSITION SUMMARY

The Estate Management Business Partner (EMBP) function is one of advice and facilitation, acting as the main conduit between EM and its customers. The BPs focus on communication, engagement, and relationship management to deliver high levels of customer experience and add value.

The Assistant Business Partner is responsible for coordinating services provided to student spaces as well as to third party retailers. The position requires creative thinking and a proactive approach to developing and engaging with the student community for the effective delivery of EM services. The Assistant Business Partner will support retailers to improve their appeal to their target market and sales performance. The role will support the vision for an improved campus experience.

The role requires the development of strong partnerships with University student stakeholder bodies, retail tenancies, the Retail and Leasing team, other EM Business Partners and key members of EM service delivery teams.

The Assistant BP sits within the Asset Management unit reporting jointly to the Senior Business Partner and to the Senior Manager, Asset Management – Retail and Leasing. Performance is managed through general role KPIs and specific area KPIs developed annually in agreement between the two team leads.

ACCOUNTABILITIES

Specific accountabilities for this role include:

- Support and collaborate with the Retail and Leasing team to monitor retail obligations and develop positive relationships with Estate Management in its capacity as Landlord.

- Collect turnover results from retailers, research current trends in the retail market, and tertiary student demographic. Utilise various data and information to contribute to tenant mix strategies.

- Provide support to student representative bodies in relation to all EM related operations and services to ensure long term, mutually beneficial partnerships. This includes, but is not limited to, the contribution to annual plans and support for capital budgeting and monitoring.
• Proactively review long term space planning requirements for student strategies for incorporation into campus planning.

• Champion EM led projects or initiatives to ensure effective engagement and seamless implementation and adoption by student bodies and retailers.

• Produce detailed proposals for ‘place-making’ events to support retailers or student experience (including timelines, venues, suppliers, legal obligations, staffing and budgets) and work with retailers or Retail and Leasing to agree the scope and budget for each event.

• Develop and maintain a robust understanding of all EM key processes, projects and operational activities in their respective areas and be able to identify and resolve issues or concerns with relevant EM operational or project managers.

• Contribute to budget planning exercises for EM related initiatives in consultation with team.

• Build trusted and collaborative relationships with all stakeholders to gain information on emerging trends and ideas to ensure potential opportunities are leveraged and risk mitigation is prioritised.

• Develop trusted and collaborative relationships within EM to ensure service delivery, communication and information and knowledge is shared managed well between groups.

• Ensure hazards and risks are identified and controlled for tasks, projects and activities that pose a health and safety risk within your area of responsibility.

• Align with and actively demonstrate the UNSW Values in Action: Our Behaviours and the UNSW Code of Conduct.

SKILLS AND EXPERIENCE

• Relevant tertiary qualifications or equivalent competency gained through any other combination of education, training and/or experience. A sound understanding of Estate Management operations would be beneficial.

• Demonstrated ability to work successfully with various internal and external stakeholders to produce high-quality activities that meet agreed objectives and outcomes.

• Excellent interpersonal and written communication skills including in reporting with the ability to negotiate and liaise effectively with a wide range of stakeholders.

• Proven extensive experience delivering high quality customer service whilst maintaining a proactive and solutions focused attitude, with a demonstrated ability to deliver multiple conflicting deadlines.

• High level initiative, strong analytical and problem-solving skills and demonstrated ability to implement business improvement initiatives.

• Proven financial and resource planning and operations experience with the ability to present on findings and provide solutions/recommendations.

• Sound working knowledge and experience of current WHS regulations/legislation.

• Ability and capacity to implement required UNSW health and safety policies and procedures.

• Knowledge of health and safety responsibilities and commitment to attending relevant health and safety training.