POSITION DESCRIPTION

Senior Manager - Property, Retail and Leasing

Position Summary

The Senior Manager - Property, Retail and Leasing is a key role providing leadership in the development and implementation of strategies for UNSW’s real property holdings, ensuring they are optimised and aligned with the University’s long term masterplan and UNSW 2025 Strategy and to contribute to an enjoyable and productive campus experience for our students, staff and wider community.

This position leads a team of property lease transaction and management specialists to ensure financial returns and ensure governance and rigour in complex property transactions on behalf of UNSW.

The retail strategy to the campus masterplan is a key enabler of a positive campus experience. Implementation of the retail strategy and contribution to its development will be a major performance requirement of this role. The position requires a high degree of professional property expertise. It will require independent operational and strategic problem solving in the provision of high-level advice to senior management. In doing so, the incumbent will be required to assess, report and make recommendations on property requirements of the University and other Estate Management related matters, leading their team to deliver desirable financial outcomes and campus experiences.

The Senior Manager, Property, Retail and Leasing reports to the Director, Asset Management providing expert advice and developing strategies and management processes to improve the University’s property portfolio performance whilst promoting positive campus experiences. This position has four direct reports, the Property and Lease Manager, Property Manager, Property Officer and Assistant Business Partner (dual reporting line).
Accountabilities

Specific accountabilities for this role include:

- Lead and develop a team that delivers all commercial property contractual transactions and relationships with third party entities and manages property, retail and leasing portfolio operations on and off campus, with a collaborative, wholistic University approach consistent with the campus masterplan and aligned to UNSW 2025 objectives.
- Deliver an exceptional retail offering that meets the requirements of staff and students including preparation of campus retail strategies to introduce new and popular retailers to campus.
- Collaboratively contribute to the Retail Masterplan for refurbishing retail hubs on campus.
- Represent UNSW in both landlord and tenant capacities, maximising revenue and other outcomes in UNSW’s commercial and strategic interests.
- Lead the leasing process for retail and commercial tenants on campus including negotiations, management of leasing team and securing of approvals in accordance with governance policies and formal delegations.
- Work together with the Entrepreneurial Campus team and colleagues in Asset Management to support the development of an Entrepreneurial Campus strategy and implement the appropriate processes.
- Provide expert advice and support to UNSW executive, Faculties/Divisions relating to a diverse range of property transactions (leasing, acquisitions, disposals, easements) in all property sectors including retail, residential, commercial, and industrial.
- Regularly update, report on and manage long term rental revenue forecasts, identify opportunities to improve revenue to the University and ensure effective management of the Retail and Leasing budget in accordance with UNSW policies.
- Oversee the lease administration and tenant relationship processes including regular reporting (compliance), corrective action where appropriate and opportunity realisation, seeking continuous business process improvement to improve efficiencies.
- Assist the Senior Portfolio Manager to establish objectives for major transactions, acquisitions, and financing opportunities.
- Undertake acquisition and development opportunities in accordance with agreed objectives including leading negotiations, preparation of contractual documentation, securing of approvals and reporting to management.
- Maintain a current understanding of and report on market conditions and trends in all relevant property markets (retail, commercial, student housing, residential, industrial).
- Work closely with Facilities Management colleagues to maintain properties to agreed standards.
- Manage external properties including residential and rural landholdings.
- Work closely with colleagues in Asset Management to forecast long term space planning requirements for incorporation into campus strategic planning.
- Prepare campus assets contingency plans and business continuity plans for assets within the retail and commercial property portfolio.
• Build trusted and collaborative relationships with internal and external stakeholders to gain information on emerging trends and ideas to ensure potential opportunities are leveraged and risks are anticipated and proactively managed.

• 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.

• Cooperate with all health and safety policies and procedures of the university and take all reasonable care to ensure that your actions or omissions do not impact on the health and safety of yourself or others.

Skills and Experience

• Relevant tertiary qualifications or equivalent competency gained through any other combination of education, training and/or experience with a strong track record in commercial property transactions and negotiating at an executive stakeholder level.

• Demonstrated experience in leading or contributing to the development and implementation of estate management/property portfolio strategy including involvement in valuation, investment structuring, legal documentation of leasing, acquisition/divestment transaction and construction/project management matters.

• Extensive knowledge of relevant acts, industrial awards, legislation including the University of New South Wales Act 1989, Real Property Act 1900, Retail Leases Act 1994, Residential Tenancy Act 2010 and other real property legislation. Responsible for effective service delivery of all Estate Management services through to allocated Faculties and/or Divisions.

• Exceptional leadership skills and experience leading and motivating a team

• Demonstrated expertise working in a large, complex, and diverse environment.

• Solution focused with demonstrated high level consultation expertise, strong networking capability and personal and professional credibility.

• Outstanding interpersonal and communication skills with demonstrated customer centric approach.

• Highly developed financial analytical and conceptual skills including the ability to synthesize complex issues and deliver robust outcomes.

• Extensive commercial negotiation, transaction management and documentation skills and experience with complex legal contracts.

• Extensive experience in property budgeting and reporting and management of multi-million dollar property portfolios and budgets.

• High level skills in profit/cost centre management including leadership, financial and resource planning and operations management experience

• Sound understanding of the tertiary education sector, trends and challenges and Estate Management operations would be beneficial.

• An understanding of and commitment to UNSW’s aims, objectives and values in action, together with relevant policies and guidelines.
• Knowledge of health and safety responsibilities and commitment to attending relevant health and safety training.

About this document
This Position Description outlines the objectives, desired outcomes, key responsibilities, accountabilities, required skills, experience and desired behaviours required to successfully perform the role.

This template is not intended to limit the scope or accountabilities of the position. Characteristics of the position may be altered in accordance with the changing requirements of the role.