

POSITION DESCRIPTION

EM PROPERTY OFFICER

POSITION LEVEL	6
FACULTY/DIVISION	Division of Operations
POSITION NUMBER	<i>ADMIN ONLY</i>
ORIGINAL DOCUMENT CREATION	01/08/ 2020

POSITION SUMMARY

The Retail and Leasing team within the Asset Management unit of Estate Management provides strategic & operational management of the UNSW retail, commercial portfolio and external property contractual relationships. In collaboration with the Space Management function to the Retail and Leasing team provide strategic guidance to UNSW in the planning needs and opportunities of the UNSW estate. This position supports the 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 contribution to an enjoyable and productive campus experience for our students, staff and wider community.

The EM Property Officer will assist in the management of property leases to ensure all financial returns to UNSW and that obligations are met. This position will provide administrative support in the operational management process of UNSW's real property holdings.

The EM Property Officer reports to the Senior Manager, Asset Management, Retail and Leasing.

The role has no direct reports.

ACCOUNTABILITIES

Specific accountabilities for this role include:

- Support the lease management function including accurate preparation and issuing of rental invoices (to the University's tenants), payment of rental invoices (where UNSW is a tenant), monitor rental payments, follow up rental arrears and attend to discrepancies as required.
- Support leasing process where required including ensuring accurate property data in contracts and raise purchase orders for property-related expenditure for approval and payment.
- Manage documents held within safe custody and electronic filing systems (currently RAMS), including titles, leases, licenses, insurance certificates of currency, bank guarantee registers in approved management systems
- Maintain lease administration systems (currently Yardi) including ensuring all data is accurate, correctly input into RAMS, and up to date.

- Maintain accurate property records in ArchiBus and various property registers and notify internal stakeholders upon acquisition, disposal, leasing, and encumbrances on University property.
- Manage execution of legal documentation, including monitoring and expediting the movement of all lease and legal documentation internal and external to the University including the preparation of signing and sealing memos in accordance with the UNSW Register of Delegations whilst maintaining confidentiality.
- Contribute to positive tenant relations, monitoring and managing the unit's email communication.
- Seek and maintain a current library of generally available market research and trading environment, to support knowledge within the team.
- Provide financial and property data reporting on the existing portfolio when required to support the portfolio forecasting.
- Provide administrative support to the Retail Leasing team including requests for information, or communication with service partners (eg. External Relations Finance or WHS) for service provision to the portfolio.
- Contribute positively to the Asset Management team and broader Estate Management team, providing ideas for continuous business improvement and engagement across the business units to enhance operational knowledge of Estate Management.
- 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.
- Align with and actively demonstrate the [UNSW Values in Action: Our Behaviours](#) and the [UNSW Code of Conduct](#).

SKILLS AND EXPERIENCE

- Strong background in property administration, preferably in a commercial real estate or legal environment
- An understanding of the key legal and commercial aspects of a lease and property acquisition and disposal transactions.
- Strong organisational and interpersonal skills, strength in time management and attention to detail, including in the preparation and execution of financial reconciliations.
- Excellent problem-solving skills with a proven capacity to exercise initiative and develop solutions.
- Highly articulate written and verbal communication style, including a demonstrated ability to prepare routine correspondence and reports.
- Proven extensive experience in delivering high-quality customer service whilst maintaining a proactive and solution-focused attitude, with a demonstrated ability to perform to multiple tight and conflicting deadlines.
- Strong computer skills, including intermediate experience working with the MS Office suite, a working knowledge of document management software, word processing, database management, email and internet. Experience with financial software and property management software esp. lease administration systems desirable.
- 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.