



# Tauranga City Council position description

<b>Title</b>	Property Specialist
<b>Number</b>	7PR23A-E
<b>Group</b>	Corporate Services
<b>Division</b>	Property Services
<b>Reports to</b>	Team Leader: Property Management
<b>Direct reports</b>	No direct reports
<b>Date</b>	July 2019

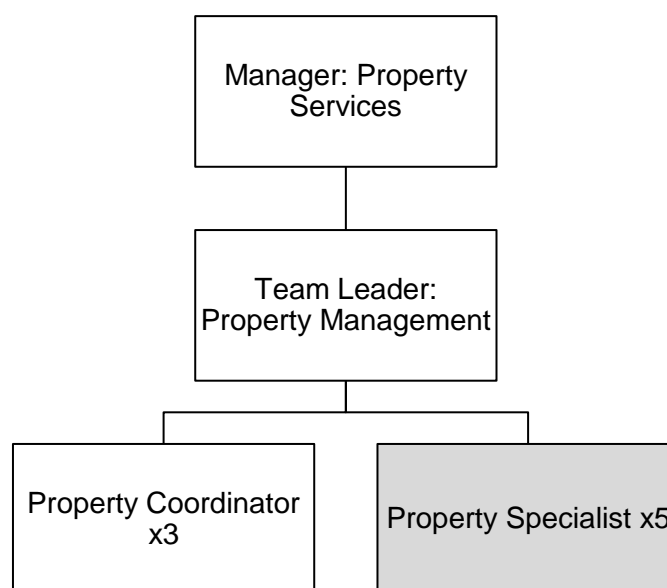
## Position purpose

To manage a portfolio of properties in a professional and cost effective manner, meeting the strategic and long term needs of Council. The management of tenancies across a broad range of assets.

The Property Portfolio includes:

- All leases for the occupation of Council owned land and property including Elder Housing, Civic Buildings, Car parking and Marine facilities.
- All property that is externally leased by the Council.
- The management of diverse activities such as Licences to Occupy, Grazing licences and residential and commercial leases.

## Organisation context



## Key result areas (KRA)

1. Property Management	Success looks like
<ul style="list-style-type: none"> <li>• Market vacant properties for rent, ensuring that a high level of presentation is maintained and inspections are arranged with potential tenants. Manage external agents when this task has been allocated to an agency.</li> <li>• Negotiate and complete tenancy agreements and renewals, including the drafting of complex or non-standard terms and conditions relating to tenancies.</li> <li>• Ensure an accurate record of tenants and the terms of their tenancy is maintained, using the Council approved information management system.</li> <li>• Ensure that the financial management system records all outgoings payable by the tenant, under the terms of their agreement.</li> <li>• Monitor tenant performance, addressing any breaches and serve tenants with appropriate legal notices when required.</li> <li>• Initiate legal action against non-performing tenants when required, including attending the Tenancy Tribunal on behalf of Council.</li> <li>• Undertake thorough checks and assessments for incoming tenants to ensure quality tenants are maintained in our properties.</li> <li>• Undertake regular scheduled inspections and comprehensive condition reports prior to tenants moving in, and an exit inspection completed upon vacating.</li> <li>• Regularly update your manager and colleagues on issues relating to your assigned portfolio.</li> </ul>	<ul style="list-style-type: none"> <li>• Properties are marketed promptly and at market rates. A high level of communication is maintained with external agencies. Loss of income due to vacancies is kept to a minimum.</li> <li>• Tenancy agreements, rent reviews and renewals are efficiently completed in accordance with TCC policies and appropriate legislation (including the Residential Tenancies Act, Reserves Act, Resource Management Act, Local Government Act and Property Law Act).</li> <li>• Accurate and current tenant information is completed and held in the relevant information management systems and in accordance with corporate document management policies.</li> <li>• The financial management system records accurate information in relation to all outgoings payable by the tenant.</li> <li>• Tenant breaches are closely monitored with the appropriate action taken promptly against defaulting tenants, in accordance with industry practices and legislation; disputes are resolved through the Tenancy Tribunal when necessary.</li> <li>• Legal action is taken in accordance with Council policies and applicable legislation, ensuring that the process is well documented and registered in the document management system.</li> <li>• Tenants are of a high calibre and credit checks are carried out in accordance with provisions of the Privacy Act and industry best practice.</li> </ul>

<ul style="list-style-type: none"> <li>• When dealing with tenant issues, consideration is to be given to the strategic needs of the portfolio and potential benefits to Council as a Landlord.</li> </ul>	<ul style="list-style-type: none"> <li>• Condition reports and scheduled inspections are completed and managed in a manner that ensures the interests of both the tenant and TCC are protected.</li> <li>• Colleagues are kept well informed and reports are regularly provided to manager showing key areas of responsibility are being achieved in relation to the management of the assigned portfolio.</li> <li>• Consistently demonstrate an understanding and balanced approach to tenant issues and Council needs as a Landlord.</li> </ul>
<p><b>2. Asset Management</b></p>	<p><b>Success looks like</b></p>
<ul style="list-style-type: none"> <li>• Participate in rostered on call duty, outside office hours (including weekends and public holidays), ensuring you are readily available to visit sites if required while on duty. Report serious issues to your Team Leader.</li> <li>• Ensure an accurate record of assets is maintained, using the Council approved asset management and document management system.</li> <li>• Provide input to the development of scope documents for planned CAPEX projects</li> <li>• Promptly record maintenance requests in the asset management system, updating any associated systems on the status of the maintenance request.</li> <li>• Ensure that users of facilities are aware of upcoming maintenance work, likely to disrupt or impact on their use of the facility.</li> <li>• Demonstrate and maintain a high level of knowledge in health and safety legislation as it relates to the safe operation of the property portfolio.</li> </ul>	<ul style="list-style-type: none"> <li>• After hours calls are responded to promptly and if required, sites are attended to resolve, investigate or assess urgent matters. Serious issues i.e. those requiring emergency services, are immediately reported to your Team Leader.</li> <li>• Up-to-date information is maintained in the system, accurately recording Council owned assets. Accompanying documentation is stored in the corporate document management system.</li> <li>• Informed input is provided into CAPEX projects.</li> <li>• Maintenance issues are accurately and promptly referred to Facilities Specialist and maintenance issues are entered into the asset management system. Facility users are advised in advance of maintenance work.</li> <li>• Accurate condition of assets is maintained in the Asset Management System, discrepancies are promptly highlighted with the Facilities Specialist.</li> </ul>

<ul style="list-style-type: none"> <li>• In conjunction with the Facilities Specialist, manage insurance claims for your assigned portfolio. Clearly record the event via images and a detailed report, submitting the claim with the Council insurer, following up on the claim through to payment.</li> <li>• Collaboratively work with the Asset Planner for Property, to assist with the preparation of the Asset Management Plan.</li> <li>• Review Activity Area Plans relating to your portfolio, providing feedback in relation to the development of these documents.</li> <li>• Effectively contribute to the development and maintenance of a Business Continuity Plan.</li> <li>• Ensure any after-hours work being carried out on site is notified to the Call Centre and Property Services team, in particular the team member rostered on duty after hours.</li> </ul>	<ul style="list-style-type: none"> <li>• Insurance claims are recorded in a detailed manner, with comprehensive reporting the images. All information is registered in the document management system.</li> <li>• The Asset Management Plan accurately reflects the level of management and planning required, to effectively manage the portfolio.</li> <li>• Meaningful feedback is given in relation to improving Activity Area Plans. Feedback identifies areas requiring improvement, in order to ensure the success of the activity.</li> <li>• Properties are managed in a manner that reflects the Level of Service in the Asset Management Plan and Council policy.</li> <li>• The Property Portfolio has an effective Business Continuity Plan and you actively participate in any post disaster operations for the Property Portfolio.</li> <li>• The Property Services Team and Call Centre are advised of any after-hours work occurring on site, including providing contact details for the contractor and/or consultant working on site.</li> </ul>
<p><b>3. Financial Controls and Value For Money</b></p>	<p><b>Success looks like</b></p>
<ul style="list-style-type: none"> <li>• Monitor and ensure that all payments from tenants are received on the due date.</li> <li>• Follow up on arrears, initiating legal action when required, including attending to all documentation required for such action.</li> <li>• Active recovery of outgoings in accordance with the terms and conditions of tenancy agreements.</li> <li>• Complete an annual comparative market analysis of rents for your assigned portfolio, implementing</li> </ul>	<ul style="list-style-type: none"> <li>• Debt reports are monitored and all payments are received by the due date.</li> <li>• Arrears are followed up promptly, taking action when necessary to elevate debt collection to a debt collection agency or lawyer. Actively manage the debt collection process through to the clearance of the debt.</li> <li>• Outgoings are recovered to the fullest extent possible, in</li> </ul>

<p>increases where permitted under the terms of the agreement.</p> <ul style="list-style-type: none"> <li>• Manage rental payments on external tenancy agreements, ensuring that rent reviews being completed by external landlords are fair in relation to market values.</li> <li>• Prepare budgets for annual and long term plans, using information such as historical spending, forecasts from the asset management system and the tenancy schedule. In conjunction with the Facilities Specialist, manage annual and long term budgets for assigned portfolios, promptly highlighting areas of concern in relation to below target performance.</li> <li>• Carry out procurement in a manner that ensures TCC has confidence that the processes are being followed and value for money outcomes are consistently achieved, while maintaining a high standard of quality.</li> <li>• Portfolio efficiency is maximised through ensuring assets are well maintained and occupied, ensuring efficient expenditure and revenue opportunities are maximised, such as identifying additional income opportunities.</li> <li>• Identify opportunities to reduce energy usage and be a champion for the implementation of sustainability initiatives across the portfolio.</li> </ul>	<p>accordance with provisions of the tenancy agreements.</p> <ul style="list-style-type: none"> <li>• Income is maintained at optimal levels.</li> <li>• Payments are made in accordance with the terms of the tenancy agreements and are at fair market value.</li> <li>• Budgets are prepared with a due consideration to anticipated income and expenditure levels, accurate budgets are recorded in the financial management portal (LIPS).</li> <li>• Income and expenses are actively managed, ensuring budgets are adhered to. Your Team Leader is kept aware of any issues relating to the financial performance of your portfolio.</li> <li>• All procurement is consistent with TCC policy and there is clear evidence of value for money being achieved. Additional income opportunities are actively pursued with clear evidence of this being demonstrated in the annual budgets; expenditure is minimised while maintaining levels of service.</li> <li>• Sustainability and energy initiatives across the portfolio are implemented and show improved results.</li> </ul>
<p><b>4. Customer Service and Relationship Management</b></p>	<p><b>Success looks like</b></p>
<ul style="list-style-type: none"> <li>• Manage relationships with solicitors, valuers, surveyors, tenants, contractors and asset managers on all aspects associated with the portfolio.</li> <li>• Act as the primary point of contact for tenants and users of your</li> </ul>	<ul style="list-style-type: none"> <li>• Customers are provided with accurate information and enquiries are dealt with in a professional, friendly and timely manner in accordance with TCC guidelines.</li> <li>• Tenancy matters are actioned and/or resolved in an efficient,</li> </ul>

<p>assigned portfolio, including general enquiries, complaints, feedback etc. Process public and staff enquiries, ensuring an accurate record is kept of such communication.</p> <ul style="list-style-type: none"> <li>• Proactively monitor and evaluate systems and processes, providing input into ways to improve the delivery and quality of our services.</li> <li>• Consideration is given to social, cultural, economic, environmental and political implications of tasks relating to the operation of the portfolio.</li> <li>• Proactively develop good working relationships with internal and external stakeholders</li> <li>• Provide positive input toward group discussions.</li> </ul>	<p>professional manner and a high level of communication is maintained with internal and external parties.</p> <ul style="list-style-type: none"> <li>• Comprehensive records of all communications are maintained on the corporate document management systems.</li> <li>• Suggestions for continuous improvement to customer service and assets are considered and recommended.</li> <li>• Careful consideration is given to the impact of the operation of the portfolio.</li> <li>• Demonstrated ability to build relationships across departments and with customers. Contractual negotiations are well executed, achieving optimal outcomes for Council.</li> <li>• Actively participating in group discussions.</li> <li>• Support colleagues and act as backup where practicable during times of absence.</li> </ul>
<p><b>5. Key corporate responsibilities</b></p> <ul style="list-style-type: none"> <li>• Actively participate in and comply with all health, safety and wellness initiatives and requirements.</li> <li>• Participate in emergency management and business continuity activation as required.</li> <li>• Use our code of conduct, corporate policies, procedures, processes, systems, business conventions, and legislative obligations when undertaking roles.</li> <li>• Understand the vision and purpose of Tauranga City Council.</li> <li>• Keep yourself informed on what is happening within the whole organisation.</li> </ul>	<p><b>Success looks like</b></p> <ul style="list-style-type: none"> <li>• You report, record and investigate all accidents, incidents, near-misses and hazards.</li> <li>• You support and action health, safety and wellness initiatives.</li> <li>• You actively participate when Tauranga City Council needs to activate our emergency management or business continuity plans.</li> <li>• You adhere to our code of conduct, corporate policies, processes, systems, business conventions, and legislative obligations.</li> </ul>

<ul style="list-style-type: none"> <li>• Take on other duties as reasonably requested of you</li> </ul>	<ul style="list-style-type: none"> <li>• You understand where Tauranga City Council is heading, and how your role fits within that.</li> <li>• You take responsibility for keeping yourself informed, actively using Tauranga City Council's communication channels to find information.</li> </ul>
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## Functional relationships

External	Internal
<ul style="list-style-type: none"> <li>• Solicitors</li> <li>• Valuers</li> <li>• Landlords</li> <li>• Real Estate Agents</li> <li>• Tenants</li> <li>• Other Local Authority staff</li> <li>• General Public</li> <li>• Various sporting clubs, committees, community groups and social service organisations.</li> </ul>	<ul style="list-style-type: none"> <li>• TCC Asset Activity Managers</li> <li>• Facilities Specialist</li> <li>• Compliance specialist</li> <li>• Legal</li> <li>• City Development</li> <li>• Finance</li> <li>• Council members</li> <li>• Call Centre Customer Services Team</li> <li>• TCC Staff</li> </ul>

## Person specifications

Essential	Desirable
<ul style="list-style-type: none"> <li>• Trade/occupation-related diploma/degree or equivalent level of learning through experience</li> <li>• Current Full Drivers Licence</li> <li>• 3 - 5 years' experience in commercial property management administration, including lease administration.</li> <li>• Experience and Knowledge of Legislation relating to: <ul style="list-style-type: none"> <li>– Contract law</li> <li>– Building Act</li> <li>– Reserves Act</li> <li>– Residential Tenancies Act</li> <li>– Local Government Act</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Certificate or diploma in complimentary field such as facilities management, valuation etc.</li> <li>• Legal experience.</li> <li>• Experience of working with or for a Local Authority.</li> <li>• Contract Management experience.</li> </ul>

<ul style="list-style-type: none"> <li>• Well-developed written and oral communication skills.</li> <li>• Excellent PC skills with a good working knowledge of Microsoft Office, with an intermediate knowledge of Word and Excel.</li> <li>• Detail orientated.</li> <li>• Able to learn new systems quickly.</li> <li>• Sound organisational skills with the ability to manage multiple projects and prioritise tasks and initiatives from inception to completion.</li> <li>• Ability to work on own initiative and within a team structure.</li> <li>• Knowledge and experience in related activities under the Health &amp; Safety at Work Act.</li> <li>• Established relationship building and influencing skills including a proven ability to work with and influence a wide variety of stakeholders.</li> </ul>	
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### **Pre-employment checks required**

- Ministry of Justice
- Driver's licence
- Qualifications check, including professional certifications (if applicable)
- Credit check



# Our competencies

What great looks like at TCC

Our competencies set out what **great** looks like at TCC. They outline the skills and behaviours we all value and encourage. Focussing on these skills and behaviours will help us create a safe and supportive environment, where we achieve all the things we need to at TCC.

These competencies are for us all to work towards, regardless of our role at TCC. They are in addition to the job-specific skills and experience of your position or role.

The competencies will help us all to reflect, learn, and improve.

## Our core competencies

What we all need to be great at



### Develop myself

You are perceived by others as being curious and fully competent. You have the skills to do the work asked of you and are always looking for a challenge, particularly work you have not done before. You seek out feedback and take it on board. You are proud of your development and it is noticeable year on year.



### Respect for diversity and equality

Your colleagues trust you to work well with a diverse group of people. You are sensitive to different needs and views and can include them in your thinking. You're seen as approachable and easy to work with and you always make it easy for others to get involved and have their say. You enjoy the opportunity of working with a variety of people. You are an advocate for inclusion.



### Get involved

You're regarded as someone that comes forward with your thinking. You speak up in a logical and persuasive manner that gets people's attention. You suggest and introduce ways to improve things at TCC. You challenge colleagues in a supportive way that extends their thinking and their ideas. You're a great listener and are open to change.



### RIGHT ON customer service

You go the extra mile when you need to, and you always strike a balance between appropriateness and common sense. Your actions make things simpler. You're seen as someone who relishes every customer interaction and is aware there is always a future consequence of behaviour and actions. You are proud to be part of TCC and this city.



### Manage my own work

You can be relied upon to deliver on time and to an agreed standard. You're always prepared and organised, and if you are having trouble – you let your colleagues know. You are energised by your work and thrive on the accountability of others. You feel happy with the balance between your work and personal commitments.

## Our leadership competencies

What great leadership looks like at TCC



### Create vision and direction

You are a future thinker. You have a bold, logical vision of where and how your work can contribute to the future of Tauranga and TCC and, you energise and organise your team towards that vision. You can clearly show colleagues the link between the vision and action, and the connection to the work of the team. You know it is important to keep an eye on the next wave, for the future is where the answer lies and it's full of opportunity.



### Communicate powerfully

You seize every opportunity to talk about the work you and your team do, helping people connect to it and the wider TCC. You present a persuasive case, tell stories, paint pictures, teach and inspire. You express gratitude for the efforts of others far more often than criticism. You generate lively meetings with a free flow of ideas and critical discussion, always welcoming and learning from feedback. You make people feel involved in decisions that impact upon them. You know that leadership is about asking great questions.



### Foster innovation

You, and those you bring together, generate creative solutions and breakthrough thinking. Other people feel encouraged and supported by you and you pay positive attention to their ideas. You are a trend spotter than asks "why?" because you know there is no moment in time when all problems are solved. Tama tu tama ora, tama noho tama mate - to stand is to live, to lie down is to die.



### Develop people

You grow talent for all of TCC. You are genuinely concerned about the development of others, developing their strengths, supporting, coaching and helping them identify learning opportunities. As a result your team is envied, trusted and valued. You know that people can learn anything in the right environment.



### Collaborate

You take the mantle of leading in TCC. You have strong networks and relationships across the organisation. Others say that you get them involved in organisation-wide initiatives, and actively seek out feedback, with the aim of improving TCC. Your colleagues enjoy working together, and with you. You know that investing in relationships across TCC makes your team's work easier.



### Set stretch goals

You raise and set expectations around performance, always challenging yourself and those around you to go a step further. Your delivery stands out at TCC and you are quick to respond to poor performance. The performance you walk by is the performance you accept.