

ERIS PROPERTY GROUP				
JOB DESCRIPTION REGIONAL		DATE ISSUED	July 2026	
		REVISION	1	
COMPILED BY	HCBP	REVIEWED BY	HR OFFICER	Doc.: HR
APPROVED BY	EXECUTIVE HEAD PMG			Page 1 of 3

Position : Head KZN & Regional Property Manager

Division : Property Management

Location : KZN - UMHLANGA

Report : Executive Head: Property and Facilities Management

REGIONAL HEAD: KZN AND EASTERN CAPE
PURPOSE OF JOB
Regional Head is accountable for regional portfolio performance, client service, profitability, operational standards, compliance, people leadership and growth. The tasks detailed below to ensure that the services provided by the Property Management Department are superior to all of its competitors.

KPA	KPI
Portfolios under management – the following are the key requirements.	• Manage all properties up to the standard required by Property Management and Asset Management. • Ensure all authority limits are adhered to. • All expenditure to be spent within the guidelines of the procurement policy. • Scrutinizes building income and expense budgets prepared by the Property Managers and to add value to these budgets by altering assumptions in order to produce enhanced performance. • Highlight key performance areas and identify and recommend specific buildings to Fund Managers to revamp, sell or purchase. • Review performance targets for individual buildings with regard to vacancy factors, tenant mix, debtor's recoveries, financial performances and operational expenditure. • Identify trends in the markets in the region, thereby sourcing and motivating specific areas for new investments. • Drive the adoption and effective use of approved property management technologies, dashboards, automation tools and reporting platforms to improve operational control, service delivery, compliance, data quality and decision-making across the regional portfolio. • Governance, risk and compliance monitor OHS, statutory compliance, lease compliance, procurement governance, audit readiness, insurance, tenant risk, POPIA/data governance or internal controls • Client and stakeholder management managing client relationships, fund managers, landlords, tenants, service providers, municipalities, regulators and internal stakeholders

	• Monitor and respond to tenant satisfaction, service standards, complaints resolution or customer experience •
Regional Office profitability	• Monitor income and expenditure to ensure maximum profitability for the region. • Set regional budgets and manage the region to meet or better this budget. • Identifying new opportunities within the region which includes the following: ○ New development ○ Management of third-party properties ○ Asset management ○ Refurbishment of third-party properties ○ Structured finance ○ Facilities management ○ Valuation • Communicate and discuss ways in which the regions profitability may be improved with the Head: Property Management. • Identify, evaluate and implement technology-enabled opportunities that improve regional profitability, scalability and efficiency, including automation of repetitive processes, improved workflow management and enhanced reporting. • Procure new business to improve on the region's profitability. • Regional performance include budgets, client retention, arrears oversight, recoveries, expense control, margin improvement and reporting accuracy with forecasts.
Staff Management	• Create a working environment in which staff can flourish and provide output to their full capacity. • Ensure that all staff operates in a manner that is consistent with the culture, ethics, and integrity of Eris Property Group (Pty) Ltd. • Sets staff performance targets relevant to their job requirements. • Motivate and ensure staff has the necessary skills to carry out their functions. • Report monthly to Asset Managers and attend meetings at head office as and when required. • Lead change management within the region by supporting staff adoption of new systems, processes and ways of working, ensuring that technology implementation is practical, people-centred and aligned to business objectives.
New Business	• Continually search for business opportunities. • Prepare and update presentations, brochures and marketing material for all services provided by Property Management. • Present the visual presentations to possible clients when required.
Operational Assistance	• Maintain and improve staff morale and motivation. • Continuous adjustment to systems and communication methods to improve the level of service nationally. • Champion continuous improvement and innovation by identifying

	manual, high-volume or risk-prone activities that can be streamlined, automated or supported through approved digital platforms. • Improve buildings key performance areas. • Ensure regional teams use available technology tools to monitor maintenance, compliance, tenant engagement, utilities, arrears, procurement and operational performance, with appropriate escalation and follow-through.
Communication	• Communicate all problems and issues requiring action to the Head: Property Management for joint discussion and decision.
General	• Perform any additional functions that may be required to ensure that the region runs effectively and to maximum profitability.

REGIONAL PROPERTY MANAGER
PURPOSE OF JOB
The purpose of this job is to effectively manage portfolios /or various portfolios in the KZN & Eastern Cape Region as per the duties and responsibilities below.

KPA	KPI
Leasing	• Undertake and Manage Leasing to ensure all renewals are started 6 months prior to the lease expiry and that new deals are prioritised and effectively concluded. Ensure vacancies are accurately advertised and communicated. • Liaise with brokers if required. • Work within the levels of authority and/or mandate with client. • Attend weekly leasing meetings with the client where accurate feedback is provided.
Tenant relationships	• Establish and maintain a good relationship with the tenants. Attend to any issues that might occur between the Eris team and the tenants. • Visit and/or contact the tenants on a regular basis. • Update records and client of such contact at scheduled meetings with the client.
Maintenance and Capital Expenditure	• Provide direction to the Property Services Managers on their buildings. • Ensure the Property Services Manager acts within their levels of authority. • Review accruals put forward by Property Services Manager. • Ensure that the Property Services Manager conducts timely and comprehensive entry and exit inspections. • Visit the buildings regularly to ensure that they are maintained to the required levels. • Review budgets and projected budgets put forward by services. • Review all the services input into the monthly manpacs, to ensure that it is of the required standard.

	• Ensure that property services have properly planned for Capital Expenditure in line with the approved budget and that proper process has been followed in committing capital expenditure. • Reviewing, authorising and coding invoices (not services) where applicable.
Reporting	• Carry out a comprehensive monthly financial review of the allocated portfolio. • Work together with the finance team and where applicable, the utility administrator/service provider to ensure the best output to the client. • Accurately update and comment on financials. • Timeously deliver monthly reports to the client • Attend monthly Manpack meetings on a scheduled basis for the portfolio under management and spearhead feedback to the client at the meeting. • Ensure all action items are attended to before the next meeting. • Provide regular feedback to individual asset managers and fund manager as necessary.
Budgets	• Follow the annual budgeting calendar. • Prepare, upload and review all budgets prior and until the clients approval is received to fix/finalise. • Perform the interface between PM and valuations and carry out the necessary adjustments to the budgets for mid-year valuations.
Accruals	• Review, update and maintain the accrual schedule monthly

SKILLS AND COMPETENCIES ESSENTIAL TO THE POSITION	
Leadership and Personal Attributes	• Self-motivated, reliable, results focused and able to work independently. • Professional, ethical and able to maintain the highest level of client relations and business confidentiality. • Dynamic, enthusiastic and able to lead by example. • Strong decision-making, time management, organisation and planning skills. • Be deadline driven. • Professional attitude, capability and have personal initiative
Business and Commercial Skills	• Strong commercial acumen with the ability to understand budgets, profitability, recoveries, expenditure control and portfolio performance. • Ability to ensure that company standards, disciplines, procedures and authority limits are strictly maintained. • Innovative thinking, problem-solving ability and commitment to continuous improvement. • Ability to prepare, review and manage budgets and support business growth initiatives.
People and Stakeholder Skills	• Strong communication skills and the ability to interact professionally with staff, clients, tenants, service providers and stakeholders at all levels. • Exceptional business and people skills, with the ability to build effective

	teams and create a professional office environment. • Transparent, honest, assertive and sensitive to client and staff requirements and problems. • Ability to facilitate change, influence stakeholders and support teams through new systems, processes and ways of working.
Technology, Innovation and Change	• Digitally literate, with the ability to interpret operational data, use reporting dashboards and support technology-enabled service delivery. • Ability to lead innovation and change initiatives, including system adoption, process standardisation, user training and continuous improvement across regional teams. • Comfortable helping teams transition from manual or fragmented ways of working to structured, technology-supported processes.

QUALIFICATIONS AND EXPERIENCE	
Qualifications for Regional Head and Property Manager	• Grade 12 (Matric), • BSc or BSc Honours in Property Studies or BCom in Accounting (with or without Honours) • A Professional Designated Exam (PPRA) will be advantageous • Audit experience will be an added advantage • To perform this job successfully, an individual should have extensive knowledge Microsoft Word; Excel; accounting software; and MS Office
Experience	• Minimum 10 – 15 years senior property management experience
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ACKNOWLEDGEMENT OF JOB DESCRIPTION	
LINE MANAGER	
Name and Surname	
Signature(s)	
Date	

EMPLOYEE

I declare that I have read and understood the above job description and acknowledge that my roles and responsibilities are not limited to the aforementioned.

Name and Surname	
Signature	
Date	