

ERIS PROPERTY GROUP					
JOB DESCRIPTION SENIOR PROPERTY MANAGER NEW PROJECTS & TRAINING			DATE ISSUED	Aug 2023	
			REVISION	0	
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APPROVED BY	HEAD: GAUTENG REGION / EXEC HEAD PMG				Page 1 of 4

SENIOR PROPERTY MANAGER – NEW PROJECTS & TRAINING

Position : Senior Property Manager - New Projects & Training

Company : Eris Property Group

Location : Sandton

Report : Head: Gauteng Region & Exec Head PMG

PURPOSE OF JOB
The Senior Property Manager New Projects & Training has overall responsibility for taking new mandates and take-on's of various natures, including the adoption of new technologies and implement a take on plan to enable the property management team to assume property management function with less take on issues. This is also aimed to help get new initiatives adopted fasted and get the PM teams working on new processes. This is together with training and knowledge transfer of the existing systems – most especially PIMS. May include a portfolio under management depending on the requirements at the time. This is a highly flexible position to fix problems, build the team up. Should the need arise, this position may be required to fulfil the management of a portfolio including administration and management of the properties, tenants, building managers and other staff and service providers against the approved budget for each property typical of a Snr Property Manager. Must be willing to travel from time to time.

KPA	KPI
Project management	• Prepare, execute and retain ownership of the take on until the PM team has demonstrated that they can maintain the required standard. • Build in timelines, methods of making sure milestones are met, and manage a project plan for the take on or new initiative as successfully adopted and on time. • Get role players together to review, update and brainstorm. • Deal with any issue and problems that may arise. • Regular check-ins and updates
Training	• Design and build training material. • Ability Train the teams on Rise platforms, PIMS, Laserfische and have a working knowledge of Mybuildings capabilities. • Ensure the teams know what to do
Onboarding of client	• Ensure the client experience is maintained and that the clients and regularly communicated with.
Communication	• Ensure role players are communicated with during the entire process.

New processes	• Participate in forums to improve training, development, implementation, and new methods of doing the business of property management better. • Offer suggestions and solutions to improve processes.
Property Management	• Should the role of managing a portfolio apply then the full JD of a Snr Property Manager will apply:
Leasing	• Ensure all renewals are started a minimum of 6 months prior to the lease expiry and that new deals are prioritised and effectively concluded. • Undertake all renewals and new leasing functions. • Ensure vacancy schedules are up to date when required. • Liaise with brokers/broker consultant. • SPM to sign off and approve the terms of all leasing deals within the parameters of the Client mandates provided. • Show vacant space to prospective tenants where where required
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
Maintenance and Capital Expenditure	• Provide direction to the Property Services Managers on their buildings. • 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 and maintaining same • Reviewing, authorising, and coding invoices (not services) where applicable
Reporting	• Prepare for each manpac meeting ensuring that the projected budget reflects the current expected performance of the property and the current month figures are correct. • Ensure that all reporting is up to standard and that all comments are up to date and are meaningful. • Attend all scheduled meetings for the portfolio under management and spearhead feedback to the client at the meeting • Provide regular feedback to individual asset managers and fund manager as necessary
Budgets	• Co-ordinate the annual budgeting calendar, mid- year valuations and forecasts • Prepare and review all budgets. • Update projected budgets on a monthly basis as per client requirements • Perform the interface between PM and valuations

Arrears	- On-going management and interaction with the teams to reduce the outstanding arrears. - Meet with the tenants if the team cannot collect the arrears. - Follow up on arrears relating to sold buildings
Legal	- Prepare and motivate legal handovers. - Drive and oversee each legal handover. The responsibility does not end once it is handed over, as the client will require input from the Property Manager on the legal cases as well. - Work with the Legal Manager to achieve the best outcome of a legal or pre-legal handover. - Motivate and authorise any write offs (within mandates).
Utility Management	- Liaise with the utility service provider to resolve queries that the Property Administrator cannot settle. - Authorise monthly accruals proposed by the service provider. - Carry out monthly meetings or as and when required to achieve the best output from the service provider to ensure the reporting to the client is efficiently provided.
Accruals	Review, update and amend and approve final accrual schedule
Scope of Management Contract	The incumbent is to ensure that Eris acts within the scope and requirements of the management contract.

KEY COMPETENCIES	
	- Excellent communication and interpersonal skills on all levels. - Dynamic and enthusiastic - The ability to interact professionally with colleagues & clients. - Competent time management skills - Professional attitude and capability and personal initiative - Be deadline driven. - Professional attitude and capability and personal initiative - Innovative thinking and ability to follow process.

QUALIFICATIONS AND EXPERIENCE	
Qualifications	- Matric (Must) - B Com / BsC Property Studies preferable - A Professional Designated Exam (EAAB) will be advantageous (Must hold an FFC certificate)
Experience	5-10 years' experience in similar role - 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.

Skills	• Excellent knowledge of basic property management. • Excellent knowledge of PIMS & Rise Platform • Strong knowledge of other systems – Laserfische, Mybuildings and others. • Excellent negotiation and communication skills • Highly developed ability to work within a combined team environment and resolve issues that may arise. • Proven relationship building ability. • Ability to manage staff and to train & coordinate the efforts of a large team. • Ability to implement, manage and report on a wide range of property measurements, performance targets and initiatives. • Demonstrated ability to increase productivity and continuously improve methods of property management. • Ability to respond to client needs timeously. • Ability to analyse data for decision making and trend analysis. • Excellent spreadsheet abilities. • High intuition, logic and problem-solving skills. • Ability to manage time effectively.
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ACKNOWLEDGEMENT OF JOB DESCRIPTION	
LINE MANAGER	
Name and Surname	Peter Stainton
Signature	
Date	11 September 2023
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	