



JOB DESCRIPTION	
JOB INFORMATION	
Job Title	Manager Properties
Division	Property Unit
Department	Property Management (Estate Management)
Location	Windhoek
Nr of incumbents	1
Date of compilation	June 2023
Grade	D upper
REPORTING LINES	
Incumbents superior (Level 2)	Chief Executive Officer
	Corporate Legal Advisor
Incumbents superior (Level 1)	Regional Managers
Incumbents subordinate (Level 1)	Property Officers

PRIMARY JOB PURPOSE		
Responsible for overseeing the operations of nationwide facilities, preparing and managing the facility budgets, directing routine maintenance, responding to maintenance emergencies, managing risk, managing contractors, overseeing security, and conducting site inspections. The Manager Properties will manage the placing of new client's portfolio of 1000 + units and identify and pursue additional opportunities to expand the portfolio of the managed units.		
KEY RESPONSIBILITY AREAS (KPA)		Frequency
1	Develop and implement a facility policy & related campaigns to create awareness of the importance of facility compliance and to provide staff with the knowledge and skills related to facility compliance.	Daily
2	Provide a high level of facility management and asset management expertise, analytical ability, financial acumen, real estate software capabilities, personal energy, ability to multi-task and deal with stress.	Ad hoc
3	Ensure that systems are in place or created to maximize tenants', safety and health, and to preserve the physical assets of the Agency.	Monthly
4	Monitor changes in relevant legislation, the regulatory environment and take appropriate action to ensure compliance therewith.	Daily
5	Draft and review relevant company policies and codes on facilities/properties and make recommendations.	Ongoing
6	Ensure that contracts with vendors are professionally prepared and that adequate specifications are contractually incorporated for all major repair work undertaken at agency facilities	Ongoing
7	Identify and communicate current and anticipated legal issues or risks & prepare submissions to the executive management	Ongoing
8	Design and implement support programs with staff and client Services for the improvement of tenants' lives. Exhibit a genuine interest for those of lower income who rely on affordable facilities.	Ongoing
9	Identify areas of compliance risk and implement the appropriate policies, procedures, and awareness campaigns in collaboration with relevant stakeholders.	Ongoing
10	Establish positive, productive relationships with all stakeholders/regulatory agencies.	Ongoing

11	Ensure compliance with all local authority by-laws including anti-discrimination and anti-harassment laws and regulations.	Ongoing
12	Ensure that the company complies with legal requirements, as well as maintaining high standards of corporate governance.	Ongoing
13	Facilitate good communication between the board, senior management, employees and other relevant stakeholders.	Ongoing
14	Identify and pursue opportunities to create new or upgrade existing facilities and develop other opportunities for growth.	Ongoing
15	Maintain relationships with local government and attend public meetings of local authorities where facilities are situated.	Ongoing
16	Assist the CFO in supporting public policy matters on a state and national level which will provide the resources necessary to successfully manage the portfolio.	Ongoing
17	Maximise asset value, customer satisfaction and revenue	Ongoing
18	Develop and Maintain a property register	Ongoing
19	Set and manage full departmental budget, ensuring costs remain within the budget.	Ongoing
20	Create a working environment that supports employee engagement and retention	Ongoing
21	Ensures that there is an effective plan for attracting, retaining, motivating, and developing employees for the long-term success of the department	Ongoing
22	Set meaningful performance targets in line with strategic objectives for all employees and clearly outline efforts and behaviours required to reach deliverables. Facilitate the selection and development of high performing teams	Ongoing
23	Facilitate the provision of ongoing support, coaching and mentorship to staff. Embody and drive adherence to company culture and values	Ongoing
24	Any other ad hoc projects as and when required by the Chief Financial Officer	Ongoing
Attached detailed duties sheets for operational levels.		Appendix

QUALIFICATIONS										
Degree/Honours degree in Property Science/Real Estate										
MBA with undergraduate in Property Science/Real Estate will be an added advantage										
KNOWLEDGE & EXPERIENCE										
Minimum of 5 years' experience in a Supervisory/Management role in estate management, asset management, property development and related fields (project finance, construction and acquisition/rehab). Strong proficiency in use of information communication technology including Word and Excel and other facility management tools, maintenance scheduling and financial reporting software. Ability to work periodic flexible hours and attend evening meetings as required. Possession of Code BE Driver's Licence is required.										
SKILLS & COMPETENCE										
<ul style="list-style-type: none"> • Analytical • Accuracy • Assertive • Problem solving • Customer service • Good command of English language • High business ethical conduct • High level stress tolerance and ability to appreciate cultural diversity and inclusion 										
INTERNAL & EXTERNAL CONTACT COMMUNICATIONS										
Staff	X	Management	X	Service Providers	X	Government officials	X	Other	Tenants	
FINANCIAL RESPONSIBILITY								Direct	Indirect	N/A
Sales turnover/ Revenue/ Income								X		
Net profit (NBIT)								X		

Salary and Wage Bill								X			
Assets/ Budgets (operational/ capital expense)							X				
DECISION MAKING											
Defined		Automatic		Routine		Interpretive	X	Programming	X	Policy	X
WORKING CONDITIONS											
Office		70%	Outside		%	Travel				30%	
SUPERVISION											
Direct			Occasionally			Limited				X	
WORK PRESSURE											
Sporadic (low)			Moderate (medium)			Continuous (high)				X	
PLANNING TO PERFORM DUTIES											
Daily		Weekly		Monthly	X	Quarterly	X	Annual		X	

DECLARATION	
It is herewith declared that this job is a true reflection of the actual responsibilities required.	
Job incumbent name	
Signature	
Date	
Supervisor / Manager	
Signature	
Date	
HR representative	
Signature	
Date	
Review date	
Authorised signature	

DISCLAIMER

PS: It is hereby acknowledged that this job description is a broad indication of the work the incumbent is required to do. The incumbent may be required to undertake other duties that can be reasonably expected from him/her, particularly when others are absent from work. No job title or job description can be regarded as a precise specification of duties, but should be seen as a guide to main responsibilities.