

POSITION DESCRIPTION

DIRECTOR AND LICENSEE– REAL ESTATE SERVICES

Location: Melbourne

Reports to: Chief Operations Officer

Supervises: Senior Property Managers

CHL Capability Band: #4



Primary Purpose:	To lead and grow the real estate services division, ensuring excellence in property sales, leasing, and management. The Director is responsible for strategic direction, operational leadership, and driving profitability across residential and commercial portfolios. As the appointed licensee, this role also ensures full compliance with legislative and regulatory obligations under relevant state-based real estate laws.
Context:	This is a leadership role driving CHL's mission, values, vision and goals. Senior leaders are expected to build and promote a safe, healthy and respectful environment that is free from harassment and discrimination while creating opportunities for, and role modelling work life balance
Work Health & Safety:	Ensure all tasks and activities associated to the role's operations comply with WHS legislation, relevant State jurisdiction and CHL health and safety policies, procedures and directions.
Responsibilities:	<p>As the strategic and operational leader of the real estate division, the Director of Real Estate Services is responsible for driving performance, ensuring compliance, and delivering exceptional client outcomes across all property-related functions, while fulfilling the statutory duties as the Licensee-in-Charge.</p> <p>Strategic Leadership</p> <ul style="list-style-type: none"> • Develop and execute business plans aligned with agency growth targets. • Identify market opportunities and lead expansion into new service areas. • Oversee compliance with industry regulations and internal governance. <p>Operational Management</p> <ul style="list-style-type: none"> • Lead day-to-day operations across sales, property management, and leasing teams. • Implement systems and processes to improve efficiency and service delivery. • Monitor performance metrics and ensure achievement of KPIs. <p>Licensee-in-Charge Duties</p> <ul style="list-style-type: none"> • Ensure the agency complies with all statutory obligations under the relevant Real Estate and Business Agents Act and associated regulations. • Maintain oversight of trust account management, auditing, and financial reporting. • Supervise and mentor licensed agents and representatives to ensure ethical conduct and professional standards. • Liaise with regulatory bodies and manage responses to audits, investigations, or complaints. • Ensure all advertising, contracts, and agency agreements meet legal and brand standards. <p>People & Culture</p> <ul style="list-style-type: none"> • Recruit, mentor, and retain top talent across the division. • Foster a high-performance culture with a focus on collaboration and accountability. • Lead professional development and succession planning. <p>Client & Stakeholder Engagement</p> <ul style="list-style-type: none"> • Build and maintain relationships with key clients, developers, and community stakeholders. • Represent the agency in industry forums and public engagements. • Ensure exceptional customer experience across all touchpoints. <p>Financial Oversight</p> <ul style="list-style-type: none"> • Manage divisional budgets, forecasts, and reporting. • Drive revenue growth and cost optimisation. • Oversee pricing strategies and commission structures.

Technical Skills, Experience & Qualifications:	<ul style="list-style-type: none"> • Minimum 10 years' experience in real estate, with at least 5 in a senior leadership role • Proven success in managing high-volume sales and property portfolios • Current real estate licence and eligibility to act as Licensee-in-Charge • Tertiary qualifications in property, business, or related field preferred • Experience in franchise or multi-office environments • Current Driver's Licence • Satisfactory Police, Working With Children's Checks and NDIS worker screening
Key Capabilities:	<p>Achieves Results – Drives a culture of achievement and fosters a quality focus. Demonstrates a drive to achieve beyond expectations.</p> <p>Resilience – Role models responding to challenges with a high level of resilience and persistence.</p> <p>Leadership – Engages and inspires others in the strategic direction of the work area, encourages their contribution and communicates expected outcomes</p> <p>Self Awareness - Critically analyses own performance and behaviour, their impact on others and seeks feedback to improve</p> <p>Business and Political Acumen – Understands CHL's complete business cycle including developing and executing of strategy. Keeps up to date with legal, regulatory, market and technological developments.</p> <p>Client Focus – Fosters and drives a culture of excellence in service delivery. Maintains high-level awareness of client issues as they relate to service provision.</p> <p>Communication – Communicates in a way that engages, persuades and impresses a wide range of internal and external audiences</p> <p>Integrity – Champions at the highest level for adherence to CHLs standards, promoting a culture of integrity and professionalism. Challenges personal and organisational breaches of values and standards.</p>