

## POSITION DESCRIPTION

### General Manager - Property

**Date Prepared:** April 2022

### Position Description and Specifications

<b>Position title:</b> General Manager - Property	
<b>Reports to:</b> Managing Director	<b>Location:</b> Christchurch
<b>Incumbent:</b>	<b>Staff Numbers:</b>

### Nature and Scope

Carter Group is a multigenerational family property investment company with significant property investments in Christchurch and the South Island including integrated retail, office, carparking, industrial, hotel and agricultural sectors.

### Position Objective

Reporting to the Managing Director, this role is responsible for management of The Carter Group's commercial and retail properties and leases by developing and implementing strategies to ensure a profitable return and by the effective and efficient management of all properties within the portfolio. In addition, create long term and sustainable stakeholder relationships with current and potential tenants and the communities the property portfolio operates within.

### Key Responsibilities and Expected Deliverables

Key Responsibilities	Expected Results
<b>1 Strategic Management</b>	<ul style="list-style-type: none"> <li>Develop and implement strategies that ensure a profitable return for shareholders and provide continued viability and sustainability to the Carter Group</li> <li>Work with the General Counsel and Managing Director in the development of strategic plans and establish annual targets and business goals</li> <li>Develop a vision for the company and communicate regularly on evolving strategic issues</li> <li>Drive the implementation and achievement of strategic and annual plans and objectives</li> <li>Stay informed of market activities and industry trends to identify threats and opportunities</li> </ul>

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<b>2 Lease Management</b>	<ul style="list-style-type: none"> <li>• Take overall responsibility for lease management</li> <li>• Manage rent reviews and lease renewals in conjunction with the Directors and General Counsel</li> <li>• Negotiate new leases of existing properties and renewals of any leases</li> <li>• Investigate and resolve tenants' concerns and queries, terminate leases when required</li> <li>• Manage and maintain positive tenant relationships from a Landlord perspective</li> <li>• Manage lease end processes and lease strategy formulation</li> <li>• Manage leasing process to attract new tenants when leases expire or end</li> <li>• Establish and maintain positive relationships with key industry representatives</li> <li>• Advise on relevant law and real estate market requirements</li> </ul>
<b>3 Reporting and Systems</b>	<ul style="list-style-type: none"> <li>• Create and present regular reports to the Board/Directors on strategy and financial performance of the property portfolio</li> <li>• Establish and maintain property management systems and processes for management of properties</li> <li>• Keep up to date with market developments and relevant law and regulations</li> <li>• Provide advice to Directors and the Advisory Board on market development</li> <li>• Ensure all legal compliance obligations are met, keeping accurate records</li> <li>• Provide reporting to the Directors on strategy and performance of properties and leases</li> </ul>
<b>4 Financial Management</b>	<ul style="list-style-type: none"> <li>• Responsible for overall P&amp;L performance for properties with a long term and sustainable perspective</li> <li>• Responsible for forecasting and tracking financial performance of properties</li> <li>• Collection of rents and loan payments alongside Accounts Team and arrears management</li> <li>• Budget planning of OPEX, maintenance and property improvements</li> <li>• Drive sustainable revenue collection practices</li> </ul>
<b>5 Facilities Management</b>	<ul style="list-style-type: none"> <li>• Ensure the establishment and maintenance of systems, contracts and building maintenance budgets</li> <li>• Take overall responsibility for facilities management and meeting compliance related obligations</li> </ul>

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	<ul style="list-style-type: none"> <li>• Ensure buildings are maintained in an efficient way, including reviewing and renegotiating maintenance contracts</li> <li>• Manage security and supplier contracts</li> </ul>
<b>6 Team Management</b>	<ul style="list-style-type: none"> <li>• Build a high performing team by creating a supportive working environment in which teams can excel</li> <li>• Be accountable for the performance of the team and the meeting of financial and non financial targets</li> <li>• Ensure all team members understand and support the organisation's strategic direction and how their performance supports the achievement of these strategies</li> <li>• Support the team's goal setting achievements and the development of tactical and operational plans to ensure goals are met</li> <li>• Coach your staff for continual growth and development of knowledge, skills and capabilities to ensure team members are appropriately skilled to perform their roles</li> <li>• Manage the annual performance review process and remuneration reviews for your team</li> <li>• Set key performance indicators and long term objectives</li> </ul>
<b>7 Marketing</b>	<ul style="list-style-type: none"> <li>• Attract new tenants through marketing programmes, campaigning and relationships</li> <li>• Design and deliver on marketing strategy that serves to attract customers for the tenants</li> <li>• Advertise any leases or sales in line with Carter Group requirements</li> </ul>
<b>8 Tenant and Stakeholder Relationships</b>	<ul style="list-style-type: none"> <li>• Effectively manage leases and tenant relationships</li> <li>• Build positive and effective long term relationships with tenants through positive interaction and excellent interpersonal skills</li> <li>• Build relationships and partnerships with multiple, multifaceted stakeholders to achieve the agreed goals</li> <li>• Develop and maintain effective networks and key relationships, gaining buy in and support from others</li> <li>• Effectively negotiate with parties with integrity and resolve conflicts for the benefit of cordial working relations</li> </ul>
<b>9 Health &amp; Safety</b>	<ul style="list-style-type: none"> <li>• Review Health and Safety policies and procedures across all properties, ensuring all are relevant and current</li> <li>• Lead, demonstrate and gain adherence to relevant HSE systems</li> </ul>

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	<ul style="list-style-type: none"> <li>• Ensure all accidents and relevant incidents are reported and investigated, with any corrective measures put in place</li> <li>• Ensure HSE and other policies are effectively communicated and embedded into the company's culture to encourage compliance</li> </ul>
<b>10 Personal Development</b>	<ul style="list-style-type: none"> <li>• Attend relevant and value adding professional courses, conferences and programmes</li> <li>• Be a member of relevant industry institutes and associations and represent the Carter Group in a professional manner</li> <li>• Keep up to date with market and industry developments and trends</li> <li>• Attend to your own Wellness and Wellbeing</li> </ul>
<b>11 Other Duties</b>	<ul style="list-style-type: none"> <li>• Respond to tenants in a timely and professional manner</li> <li>• Carry out duties in a timely and accurate manner</li> <li>• Undertake other reasonable duties as required</li> <li>• Contribute towards company strategy development</li> <li>• Complete reports, attend and participate at meetings</li> </ul>

### Relationships

#### Internal:

- Managing Director
- Property holding Company Directors and Advisory Board
- General Counsel
- Accounts Team
- Commercial Managers
- Development Managers
- Centre Management Team

#### External:

- Tenants and Property Managers
- Real Estate Agents
- Tenants/Tenant Contacts
- Suppliers
- Contractors

### Limitation of Authority

To be determined



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#### Person Specification

##### **Qualifications**

- Hold a recognised relevant property management or related qualification

##### **Experience**

- Senior level professional experience in property management
- Experience in managing commercial and retail leases
- Experience in managing a broad range of tenants and stakeholders

##### **Skills, Knowledge and Personal Attributes**

- Proven experience managing commercial and retail properties
- Thorough understanding of property management and leasing principles
- Excellent interpersonal and communication skills
- Organisational and planning skills in delivering and monitoring leases and projects
- Proven ability to build relationships and partnerships
- Negotiation experience and conflict resolution skills
- Ability to problem solve and drive results through positive engagement
- A positive and enthusiastic attitude with the ability to work in a fluid and changing work environment
- Commercial and business acumen
- Flexibility and adaptability to work across different aspects of the businesses within the Group

#### Agreement

This Position Description describes the essential responsibilities and qualifications of the position described. It is not an exhaustive statement of all the duties, responsibilities, or qualifications of the job.

I confirm that I have read this Position Description and understand the essential functions of the position, Key Responsibilities and the Expected Deliverables.

_____ <b>Employee Name</b>	_____ Position Title	_____ Signature	_____ Date
_____ <b>Manager's Name</b>	_____ Position Title	_____ Signature	_____ Date