



IDENTIFICATION

Department	Position Title	
Infrastructure	Manager, Real Property Services	
Position Number	Community	Division/Region
33-13293	Yellowknife	Facilities and Properties

PURPOSE OF THE POSITION

The Manager, Real Property Services manages the planning, programming, acquisition, evaluation and disposal of owned and leases office space and special purpose space that is used to accommodate Government of the Northwest Territories (GNWT) departments and agencies for the delivery of government programs and services.

SCOPE

The Manager, Real Property Services ('the Manager') reports to the Director, Facilities and Properties in Yellowknife and manages the financial and human resources of the unit, consisting of both headquarters and regionally-based positions. The position exercises contract initiation authority of \$250,000 and performance authority of \$500,000. The Manager is guided by professional practices in addition to GNWT policies and standards.

The Department provides office space for GNWT departments, boards and agencies. The Department also serves community governments and some non-governmental organizations throughout the NWT. The lease portfolio is valued at \$39 million dollars annually, which includes more than 115 expenses leases and more than 400 revenue leases. The clients are diverse in their needs (e.g. a single office for a non-governmental organization, specialized workspace for a community health centre, or office space for an entire GNWT department). The clients have limited understanding of property and facilities management. The property markets in the NWT range from established markets, such as that found in Yellowknife, to emerging or no markets in smaller communities.

The Manager provides leadership and management of specialized services that impact on the ability of GNWT clients to deliver programs and services from an appropriate workspace. The advice and decisions impact the life-cycle costs to the GNWT for acquisition of office and special purpose workspace or the achievement of policy objectives and revenue in the disposal of space. The activities also impact on the reputation of the GNWT for providing fair,



consistent and, when necessary, confidential treatment to those involved in the property marketplace.

The position manages and monitors property management services to clients in accordance with the legislated building codes and standards, and GNWT policies to ensure that leases are feasible with respect to costing and scheduling.

RESPONSIBILITIES

1. Acquire, manage and dispose of office and special workspaces in order to meet client needs in accordance with governing authorities and professional practices.

- Forecasts client requirements and the availability of space using benchmarking and performance measurement techniques.
- Develops complete and specific office and special workspace plans for the GNWT and individual clients to make best use of available space and available budgets.
- Manages the acquisition (through lease, purchase or construction) of office and special purpose space to maximize life-cycle costs.
- Manages the acquisition and administration of leases to ensure compliance with the GNWT contracting rules and with the terms and conditions of the leases to include payment and collection.
- Manages the process for the disposal of surplus office or special workspace and improved real property (including revenue leases) from inception, through Cabinet decision-making, to revenue collection.
- Represents the GNWT and clients with landlords and others involved in the property marketplace.
- Integrates energy management considerations in the acquisition, management and disposal of office and special workspace to achieve life cycle costing.
- Implements tenant improvement planning and design phases and ensures the detailed design meets client needs within planning parameters such as available budget, schedule and tenant requirements.

2. Oversee the Department's regional property management services to clients.

- Develops and delivers training in property and facility management techniques to regional INF staff.
- Monitors the implementation of policies, standards and procedures by regional property management staff and by clients.
- Conducts regional reviews of the Department's property management services.
- Reports on property and facilities management to senior GNWT management, such as real property inventory and occupancy reports.



3. Provide professional property and facilities management advice to senior GNWT managers to ensure informed decision-making:

- Prepares Financial Management Board and Executive Council submissions and briefing notes.
- Evaluates, develops and revises departmental and GNWT policies, standards and procedures, that guide property and facility management.
- Undertakes market surveys and cost and feasibility studies.

4. Supervise the unit staff to ensure high levels of quality performance by:

- Developing work plans for staff.
- Completing annual employee performance appraisals.
- Assessing individual skills and recommending training.
- Ensuring identified staffs training requirements are completed.
- Reinforcing positive work performance.
- Disciplining staff if required.

WORKING CONDITIONS

Physical Demands

No unusual demands.

Environmental Conditions

No unusual Conditions.

Sensory Demands

No unusual demands.

Mental Demands

No unusual demands.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of facility management theory and principles to direct property management staff in the provision of facility management services.
- Knowledge of all types of contracting - consulting services, leases, construction and design, project management including planning and scheduling, cost estimating, financial management and inspection to manage or provide project management services.
- Knowledge of northern building conditions, practices and lease and property management as it relates to the northern political and economic environment.
- Interpersonal skills to negotiate with staff, contractors and consultants, resolve disputes and communicate complicated technical information.



- Oral and written communication skills to convey or solicit information through a variety of means (briefing notes, procedural manuals, and client presentations) to a variety of audiences that have different information needs and understandings of property and facilities management
- Skilled in spreadsheet, database and word processing software to operate in a computerized work environment
- Ability to commit to actively upholding and consistently practicing personal diversity, inclusion, and cultural awareness, as well as safety and sensitivity approaches in the workplace.

Typically, the above qualifications would be attained by:

A bachelor's degree in business administration and 5 years relevant experience in property management with a variety of lease and building types and sizes, including 1 year of direct supervisory experience or leading a team.

Equivalent combinations of education and experience will be considered.

ADDITIONAL REQUIREMENTS

Position Security (check one)

- No criminal records check required
- Position of Trust – criminal records check required
- Highly sensitive position – requires verification of identity and a criminal records check

French language (check one if applicable)

- French required (must identify required level below)
Level required for this Designated Position is:
ORAL EXPRESSION AND COMPREHENSION
Basic (B) Intermediate (I) Advanced (A)
READING COMPREHENSION:
Basic (B) Intermediate (I) Advanced (A)
WRITING SKILLS:
Basic (B) Intermediate (I) Advanced (A)
- French preferred

Indigenous language: Select language

- Required
- Preferred