



IDENTIFICATION

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

PURPOSE OF THE POSITION

The Manager, Real Property Services manages the planning, programming, acquisition, evaluation and disposal of owned and leased 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. The position is also responsible to administer and manage a large portfolio of revenue leases that include facility agreements, licenses and other commercial agreements for airports across the Northwest Territories.

SCOPE

Located in Yellowknife, the Manager, Real Property Services, (Manager) reports to the Director, Facilities and Properties, and manages the financial and human resources of the unit, directly supervising 5 headquarters (HQ) positions and 2 regional 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, standards and applicable Federal, Territorial and Municipal legislation.

The department provides services to administer commercial development activities for 27 NWT (Northwest Territories) Airports including revenue leasing of Airport lands and buildings, as well as providing office space for GNWT departments, boards and agencies. The department also serves community governments and some non-governmental organizations throughout the NWT.

The Manager, Real Property Services 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 and the achievement of policy objectives and revenue in the disposal of space. As well, the activities impact on the reputation of the GNWT for providing fair, consistent and, when necessary, confidential treatment to those involved in the property marketplace.

Additionally, the Manager provides technical and professional advice and direction to Airport Managers, Regional Superintendents and the Director, Airports Division. The incumbent has signing authority for various agreements and lease related documents with an initial term up to 30 years.

The expense lease portfolio is valued at \$28M annually, and includes more than 110 expenses leases. The revenue portfolio includes 400 leases and agreements that generate in excess of \$5M of revenue annually. Property markets in the NWT range from established markets, such as that found in Yellowknife, to emerging or no markets in smaller communities. The needs are diverse (e.g. a single office for a non-governmental organization, specialized workspace for a community health centre, leased land at an airport facility, a commercial license for operation of a business at a territorial Airport, or office space for an entire GNWT department) and the clients may have limited understanding of property and facilities management. Activities are to be carried out with a mindset of ensuring the feasibility of the work with respect to costing and scheduling.

In managing and monitoring property management and commercial development services all services must be managed in accordance with applicable codes, standards and legislation.

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:

- Forecast client requirements and the availability of space using benchmarking and performance measurement techniques.
- Develop complete and specific office and special workspace plans for the GNWT and individual clients to make best use of available space and available budgets.
- Manage the acquisition (through lease, purchase or construction) of office and special purpose space to maximize life-cycle costs.
- Manage 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.
- Manage 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.
- Represent the GNWT and clients with Landlords and others involved in the property marketplace.
- Integrate energy management considerations in the acquisition, management and disposal of office and special workspace to achieve life cycle costing.

- Implement tenant improvement planning and design phases and ensure 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:**
- Develop and deliver training in property and facility management techniques to regional Department staff.
 - Monitor the implementation of policies, standards and procedures by regional property management staff and by clients.
 - Conduct regional reviews of the department's property management services.
 - Report on property and facilities management to senior GNWT management, such as:
 - Real Property Inventory
 - Occupancy Reports
- 3. Supervise and monitor the Commercial Development program at the corporate, regional and site levels, for conformity to airport property standards and within established legislative and policy frameworks:**
- Maintain property development standards and Commercial Development procedures, manuals and guidelines, and manage implementation at the corporate, regional and site levels.
 - Manage implementation of legislation, policies and directives governing Commercial Development activities, including the contracting out of airport real property and other assets.
 - Identify areas for improvement of operational procedures and initiate processes for continuous improvement in managing airport properties, leases and licenses.
 - Develop and manage the Airports Property Management Database program; the database must contain information that demonstrates compliance with the legal requirements associated with Airports for occupancy and use of the land and facilities.
 - Integrate the Airports Property Management Database program into the daily administration of leases, licenses and property management.
 - Develop and manage the implementation of standard formats for legal agreements, such as leases, licenses, consents to mortgage, assignments and sub-leases of leaseholder interests, and Memoranda of Understanding (MOU).
 - Provide advice to senior management, airport management, municipal and community leaders, and industry stakeholders on land ownership, leasing and municipal zoning issues within, and adjacent to, airport boundaries.
 - Participate in the formulation and drafting of Airport Development Plans.
- 4. Provide professional property and facilities management advice to senior GNWT managers to ensure informed decision-making:**
- Prepare decision documents or information documents (e.g. Cabinet submissions, Ministerial briefing notes).
 - Evaluate, develop and revise the Departmental and GNWT policies, standards and procedures, guiding property and facility management.
 - Undertake market surveys and cost and feasibility studies.

- 5. Develop and conduct special projects relating to real estate and commercial assets, and operational processes to meet the current and anticipated future needs of the Air, Marine and Safety Division:**
- Work with the Manager, Technical Services & Pavements to make adjustments to reserves as identified in the planning process, as agreed to by management.
 - Participate in processes to protect airport reserves during the aboriginal land claim selection process.
 - Identify requirement(s) for environmental audits on leased land, and monitor completion.
- 6. Supervise the unit staff to ensure high levels of quality performance:**
- Lead, coach and mentor unit employees;
 - Set objectives and develop work plans for staff;
 - Complete annual employee performance appraisals;
 - Assess individual skills and recommend training; ensure training has been fulfilled;
 - Provide ongoing performance management and reinforce positive work performance.
- 7. Participate as a member of Air, Marine and Safety Division, Programs & Standards Section's management team, in developing short and long-term planning goals.**

WORKING CONDITIONS

Physical Demands

Normal office environment.

Environmental Conditions

Normal office environment.

Sensory Demands

Normal office environment.

Mental Demands

The position will be required to defend recommendations and conclusions to senior managers and will experience tight deadlines.

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;
- Knowledge of procedures for land acquisition and relinquishment of Commissioner's and Federal lands as well as property appraisals
- Knowledge of commercial agreements affecting leaseholder interests in an airport environment, including financial concepts, as well as legal interpretations and impacts;
- Knowledge of urban planning, design criteria, mapping and documentation and applicable acts and regulations pertaining to contracts and commercial real property transactions;
- Knowledge of airport land use planning, zoning and Land Surveys System;
- Knowledge of the processes related to environmental assessments and remediation requirements.
- Exceptional interpersonal skills to negotiate with staff, contractors and consultants, resolve disputes and communicate complicated technical information;
- Excellent 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;
- Proficient skills in spreadsheet, database and word processing software to operate in a computerized work environment;
- Ability to be self-motivated and show initiative;

Typically, the above qualifications would be attained by:

- Bachelor Degree in Business Administration and five (5) years related experience; or
- Diploma in Business Administration or Management, and 10 years' experience in a property management work environment including:
 - Five (5) years of experience with a variety of revenue and expense leases and building types and sizes,
 - Three (3) years working in a northern, cross-cultural environment and,
 - Three (3) years of direct supervisory experience.
- Project management and private sector business experiences are definite assets, including previous experience negotiating leases, joint ventures, in-process management and business contracts, including business pro-formas.

ADDITIONAL REQUIREMENTS

Position Security

- 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

Aboriginal language: Choose a language

- Required
- Preferred