



CIVIL SERVICE OF JAMAICA

JOB DESCRIPTION AND SPECIFICATION

Ministry/Entity: Ministry of Health

JOB TITLE:	Manager, Estate/Property
JOB GRADE:	GMG/SEG (Proposed Upgrade)
POST NUMBER:	27372
DIVISION/BRANCH:	Corporate Services Division/Administration Branch
SECTION/UNIT:	Estate and Property Management Unit
REPORTS TO:	Director, Administrator
MANAGES:	Property Officer

This document will be used as a management tool and specifically will enable the classification of positions and the evaluation of the performance of the post incumbent.

This document is validated as an accurate and true description of the job as signified below:

Employee

Date

Manager/Supervisor

Date

Head of Department/Division

Date

Date received in Human Resource Division

Date Created/Revised

1. JOB PURPOSE (Reason for Existence)

Under the general direction of the Director, Administration, the Estate/Property Manager is responsible to manage owned rental properties (residence), advises on all matters concerning the maintenance of buildings and equipment on properties, maintenance of office equipment at Head Office and that contractual obligation by landlords are effected..

2. KEY OUTPUTS (Results, Deliverables)

- Annual maintenance /servicing plan and budget prepared;
- Annual valuation of properties prepared;
- Property contracts negotiated;
- Properties and assets monitored ;
- Maintenance Systems developed and implemented;
- Maintenance/servicing schedule for office equipment developed and implemented;
- Accommodation for health workers and administrative staff identified;
- Refurbishing exercise directed;
- Work of contractors monitored;
- Equipment in good working conditions;
- Technical advice provided;
- Insurance and other claims prepared;
- Support for disaster preparedness and response provided;
- Reports prepared and submitted.

3. KEY RESPONSIBILITIES (Activities, Tasks)

A.) Management/Administrative

- Participates in the development and preparation of the Operational Plan and budget for the Unit;
- Prepares and submits the annual maintenance programme and budget for the Unit;
- Ensures that policies, regulations and standards are adhered to in the conduct of building and maintenance contract and assignments;
- Provides technical advice and guidance to Head Office and Regional Health Authorities in respect of Estate/Property Management;
- Develops/reviews and implements operational systems and procedures to guide the delivery of services by unit and to manage emergency situations;
- Contributes to the Units performance through working to meet objectives set out in the Division's 5 years Strategic Plan;
- Prepares and monitors work schedules/plan for the Unit;
- Directs refurbishing exercises for housing accommodation;
- Recommends changes to the programme as a result of budgetary and other changes;
- Prepares insurance and other claims in relation to damage to building and/or equipment and follow-up with the appropriate organization for settlement;
- Processes payment claims for damages arising from Acts of God, in collaboration with Insurance Companies;
- Provides support for disaster preparedness and response;
- Prepares and submits progress and performance reports.

B.) Technical/Professional Responsibilities

- Prepares the annual valuation of the Ministry's fixed assets in consultation with the National Land Agency/ Land Valuation Division;

- Negotiates contracts for the purchase and rental of properties;
- Receives and vets applications for selection of housing accommodation;
- Identifies accommodation for technical staff recruited from overseas;
- Drafts and monitors Rental/Lease Agreements for payment of reasonable market rental rates and maintenance costs on rental/leased properties;
- Ensures that Landlords carry out their contractual obligations;
- Ensures that the Ministry carry out its contractual obligations;
- Liaises with and seeks the approval from the Ministry of Transport, Works & Housing for the payment of rental rates assessed by the Commissioner of Valuation and Estates;
- Monitors properties, equipment for head office and residence and ensure that they are kept in good state of repairs and operating condition;
- Collaborates with the Health Facilities Maintenance Branch, develops plans for the preventative maintenance of office and residences;
- Develops and implements a maintenance/servicing schedule for residence, office and other equipment (air condition units, stand-by generators etc.) ensuring their safety and minimizes breakdowns and /or work interruptions;
- Processes repair orders in accordance with procedures;
- Carries out pre and post inspections of reactive repairs jobs;
- Inspects building structures and properties to identify defective components to ensure any potential hazards are corrected, repaired or eliminated;
- Undertakes lighting inspection of all buildings, building inspection, space audits and energy tracking;
- Recommends and seeks approval, as necessary, for the engagement of contractors to undertake major repairs and maintenance activities in keeping with government guidelines and standards;
- Liaises with and monitors the work of service contractors to ensure adherence

to contracts and completion of work within quality standards;

- Complies, maintains and updates inventory of accommodation, both owned and rented;
- Prepares monthly rental statements for submission to the Director of Administration;
- Reconciles the print out of Service Accounts from the various utility companies {JPS, NWC, and FLOW (C&W)} with the Ministry's inventory of accommodation;

C.) Human Resource Responsibilities

- Supervises staff in the Unit;
- Participates in the recruitment process of staff for the Unit;
- Manages the welfare and development of staff through the Performance Appraisal System;
- Provides effective leadership to staff through objective setting, delegating and communicating;
- Identifies training/development needs of staff and makes recommendations as required;
- Provides guidance to staff through coaching, mentoring and training, providing assistance and support as needed;
- Establishes programmes to foster the values, attitudes and initiatives within the Unit;
- Promotes the building of institutional knowledge for the Unit by ensuring that established systems and procedures are documented and disseminated;
- Ensures that staff is aware of and adheres to the policies, procedures and regulations which guides the operations of the Ministry, Division and the Unit;
- Ensures that staff is provided with adequate and appropriate physical resources to enable them to undertake their duties efficiently and effectively;
- Recommend vacation leave and approves departmental and sick leave for staff supervised in keeping with established Human Resource policies;

- Recommends disciplinary action in keeping with the established Human Resource policies and procedures;
- Conducts monthly and other ad hoc staff meetings.

D.) Other Responsibilities:

- Performs other related duties that may from time to time be assigned.

4. PERFORMANCE STANDARDS (How Success Will Be Measured)

- Annual maintenance /servicing plan and budget in place and completed in a timely manner and in accordance with established standards;
- Annual valuation of properties prepared in the appropriate format and submitted;
- Property contracts negotiated, handled to the satisfaction of Officers with their accommodation and the satisfaction of Landlords;
- Properties and assets monitored in accordance with the established guidelines;
- Operational systems developed and implemented in accordance with prescribed standards;
- Maintenance/servicing schedule for office equipment developed and implemented;
- Accommodation for health workers and administrative staff identified and officers notified in a timely manner;
- Refurbishing exercise directed are of quality standard and completed within approved budget;
- Work of contractors monitored for quality standards and completeness.
- Equipment in good working conditions;
- Sound technical advice provided in a timely manner;
- Insurance and other claims prepared within agreed time frame;
- Support for disaster preparedness and response provided as required;
- Reports prepared are accurate, comprehensive and timely;

5. INTERNAL AND EXTERNAL CONTACTS

i) Internal

Contact (Title)	Purpose of Communication
Director, Administration	Obtain advice, receive directives and guidance, regarding portfolio and provide feedback
Director Health Facilities and Maintenance	Matters relating to the preparation of the Maintenance Plan and Civil Work matters
Stores Manager	Matters relating to distribution of furniture and equipment
Procurement Manager	Matters relating to procurement of furniture and equipment
Ministry staff (Tenants)	Matters relating to tenancy agreement and receiving and maintenance of furniture and equipment

ii) External Contact

Contact	Purpose of Communication
Landlords	Matters relating to contractual obligations
Contractors	Matters relating to repairs and maintenance of building and grounds

6. REQUIRED COMPETENCIES

Core

- Good interpersonal skills;
- Good planning and organizing skills;
- Excellent time management skills;
- Good oral written and communication skills;
- Sound decision-making and problem solving skills;
- Excellent skills in teamwork and cooperation;
- Networking and relationship-building skills and ability to function as a team player;
- Incident handling and analysis skills;
- Ability to work harmoniously with a diverse group of people at various levels

- externally and internally;
- Keen listener;
- Excellent integrity/ethics exercised in the performance of duties;
- Demonstrates initiative and creativity;
- Flexible and adaptable to change;
- Ability to meet tight deadlines;
- Displays emotional resilience and the ability to withstand pressure on an on-going basis;
- Sets and maintains high performance standards, pays close attention to detail, accuracy and completeness;
- Maintains a high level of productivity and self-direction;
- Ensures customer satisfaction.

Technical

- Knowledge of Government's Policies and Procedures;
- Technical knowledge of property management;
- Excellent knowledge of property maintenance and administration;
- Excellent knowledge of the Real Estate Law particularly the Rent Restriction Act;
- Knowledge of Government Housing Policy;
- Knowledge of land valuation and assets appraisal;
- Knowledge of Government procurement guidelines;
- Ability to respond/handle emergency situations in a calm, rational and effective manner;
- Ability to read and interpret building plans and bill of quantities;
- Ability to carry out assessment and inspections of works
- Ability to multi-task and prioritize among conflicting demands;
- Proficiency in the use of relevant computer software including spreadsheet and other computer applications.

7. MINIMUM REQUIRED EDUCATION AND EXPERIENCE

- First Degree in Urban & Regional Planning and/or Estate Management and/or Property Management from a recognized tertiary institution;
- Certificate in Project Management;
- Degree/Certificate in Building Construction would be an assets.

OR

- Any combination of education, training and experience which provides equivalent knowledge, abilities and skill;
- At least three (3) years working experience in a similar position.

8. SPECIAL CONDITIONS ASSOCIATED WITH JOB

- Required to work beyond normal working hours, whenever the need arises.
- Working on weekend when required;
- Holder of a Valid General driver's license.

9. AUTHORITY TO:

- Recommend the engagement of contractors;
- Recommend changes to maintenance programme.
- Inspect grounds;

10. WORKING CONDITIONS

- Normal office conditions;
- Exposure to dust, dirt, humidity.