

Update

Ministry

Seniors, Community and Social Services

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

Manager, Real Estate Assets

Current Class

Job Focus

Supervisory Level

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

Employee

Employee Name (or Vacant)

Organizational Structure

Division, Branch/Unit

Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Supervisor's Current Class

Design: Identify Job Duties and Value

Job Purpose and Organizational Context

Why the job exists:

The Manager is responsible for the implementation of the ministry's real estate strategy. This includes the development and continual enhancement of operational policies and business processes associated with the real estate assets program lifecycle and coordination with Legal, Infrastructure, etc. to implement the approved transactions.

At an operational level, the Manager is responsible for managing a team of professionals to implement the functions of the team. This includes all aspects of the land use plans and the development of ASHC holdings, portfolio management, land acquisition, negotiation of development agreements, recruitment and oversight of various consultant services, etc. The Manager is also responsible for ensuring effective asset management of ASHC lands and property (e.g., buildings, trailers), as well as administration of easements, right of ways, leases, and other encumbrances on ASHC property, while providing real estate expertise and analysis, and relevant information and recommendations for site/building selection in support of ASHC real estate transactions.

Responsibilities

Job outcomes (4-6 core results), and for each outcome, 4-6 corresponding activities:

1. Ensure that the real estate strategy implementation plan is developed and managed in accordance with applicable legislation, regulations, policies, and directives.

Activities:

- Develops and manages delivery of real estate strategy and management framework, policies, and procedures.
- Supports and recommends prioritization of acquisitions and dispositions of land and buildings.
- Manages the establishment, implementation, and monitoring of real estate asset management and administration of operational policies and processes, including developing and managing real estate asset application, evaluation, and monitoring guidelines, procedures, forms, etc.
- Maintains an approved three-year rolling plan of recommended real estate sales and transfers to support the ministry's real estate strategy and capital plan/budget.
- Reviews all legal documentation to facilitate sales, including Statement of Adjustments, Agreements for Sale, Offers to Purchase, Transfers, Caveats, Discharge of Caveats, etc.
- Reviews documentation for the sales and transfer transactions.
- Prepares briefing materials (memorandum) or provide input for ED/ADM/DM/Minister and for Treasury Board approval in matters related to assets planning, development, and disposal actions.

2. Ensure that the administration of the ASHC-owned property portfolio complies with government and ministry monitoring, evaluation, disposition, acquisition legislation and policies.

Activities:

- Manages the update and reporting on the Alberta Social Housing Corporation's portfolio inventory in collaboration with the senior program analyst to ensure information and data (including the HOME database) is continuously updated to accurately reflect the ministry's real estate asset inventory.
- Develops and implements an evaluation process for public and private land analysis for the provision of recommendations with respect to land use planning and development issues.
- Supports decision-making processes for planning applications and provides urban planning recommendations to executive management on regional and municipal planning issues and subdivision applications.
- Ensures that conditions of land acquisition/disposition agreements reflect land requirements of the ASHC.
- Recommends approval or rejection and conditions in a timely manner of all land disposition applications. This involves coordination with the project and program coordinators, and other staff, and may require attendance at follow-up meetings with various referral groups, affected stakeholders, and the proponents to assist with negotiations and outcomes.

3. Ensure that portfolio life cycle management is developed, implemented, and monitored in accordance with applicable department policies and directives, and is consistent with industry best practices.

Activities:

- Collaborates with the Manager, Capital Maintenance and Renewal Program on the delivery of the ministry's ongoing capital maintenance and renewal program.
- Establishes appropriate controls for inventory management of real estate assets.
- Reviews an annual inventory of real estate assets.
- Provides support and data information, as required, to the housing real estate asset inventory.

4. Implement and manage land use planning, property development, project management, and associated transactions in accordance with applicable legislation, regulations, policies, and directives.

Activities:

- Manages strategic issues and reviews possible solutions that require policy formulation provided by the team.
- Coordinates with the Procurement Specialist for procurement of consultant or specialized services required to support the real estate asset management activities.
- Reviews and evaluates requests for easements, rights of way, and location of telecommunications towers or fibre-optic Internet installations in ASHC-owned properties.
- Provides recommendation to senior management for public and private land use determinations.
- Reviews draft policies and provides input as requested.
- Participates on committees to formulate and develop policies and procedures that are provincial in scope or are focused on land use issues, and property development, as required.

5. Develop, and manage leases and lease administration in accordance with applicable provincial and departmental policies and directives.

Activities:

- Reviews, approves, and monitors lease requests on ASHC-owned buildings and properties prepared by the Land Administrator.
- Provides departmental approval for lease requests to the ED/ADM for review and approval.

6. Coordinate building and property insurance through RMI.

Activities:

- Provides and/or facilitates the coordination of insurance-related inquiries, information, and decisions with RMI and the Land Administrator.

7. Implement the ASHC real estate asset management program in accordance with applicable legislation, regulations, policies, and directives.

Activities:

- Provides, and or facilitates, the coordination of brokerage duties and activities for public and private lands and properties in accordance to the *Alberta Real Estate Act* and *RECA*.
- Manages the ASHC real property portfolio and housing projects.
- Analyzes and scans market, provides relevant information, and recommends site/building selection options for different transactions.
- Provides real-estate, appraisal, acquisition, appraisal and transaction review, leasing (both landlord and tenant), and sale expertise.
- Manages facility planning, development, and management of real property data systems and real estate asset enhancements.

Problem Solving

Typical problems solved:

The Manager requires:

- Flexibility and adaptability in dealing with changing workload priorities
- Ability to develop and manage the implementation and continual enhancement of operational policies and business processes that directly affect the delivery of the real estate asset management program
- Analytical and problem-solving skills to analyze varied information and issues, assess risks, and make decisions in alignment with business-plan goals.

Types of guidance available for problem solving:

The Manager ensures that real estate asset management and administration operations are evaluated, developed, monitored, and administered in accordance with industry and government standards and guidelines. This position works closely with the Manager of the Capital Maintenance and Renewal Program in portfolio lifecycle management, while leading team staff in the provision of real estate asset program information, expertise, and consultation to division and Ministry representatives, and other stakeholders.

In addition to managing staff members responsible for the coordination and administration of the real estate strategy, this position applies well-developed real estate, financial, and business management skills to build collaborative working relationships within the division and Ministry, across government, and with stakeholders. The Manager will facilitate coordinated and appropriate approaches to affordable housing real estate asset management strategy implementation and monitoring.

This position reports to the Director, and performs work in accordance with relevant legislation as per the following:

- Applies highly developed functional expertise to support successful implementation of projects within the branch regulations, policies, and guidelines. In doing so, the Manager:
 - Leads and develops a functional team of professional and support staff, providing mentorship and advice.
 - Establishes and maintains effective relationships with key internal and external stakeholders to achieve project objectives and advance the ministry's strategic housing agenda.

The complexity of this position requires a high degree of professional skills, knowledge, and expertise in a number of disciplines related to real estate and asset management, and an in-depth awareness of stewardship of public assets in order to make sound portfolio management recommendations and decisions.

Direct or indirect impacts of decisions:

The work carried out by the Manager is key to the long-term direction for the Housing Capital Programs Branch along the continuum of housing asset planning, use, management, and development, as well as in support of capital planning and Ministry performance measures and outcomes.

The position manages staff resources that support and ensure quality and value of approximately 27,100 ASHC-owned housing units, and operated by approximately 90 housing management bodies (HMBs) and over 238 municipalities.

This position is delegated significant freedom to plan, organize, and manage work associated with the affordable housing real estate asset management program lifecycle, including the development and maintenance of the real estate asset management program framework and the negotiation and establishment of real estate asset management agreements. The Manager also develops and manages processes to review and monitor activities to determine compliance obligations, and identify and resolve associated issues. In addition, this position manages the provision of management reports pertaining to the overall status of the real estate asset management program, including summaries and analysis of performance measures and outcomes.

The appropriateness and quality of the real estate asset management framework impacts the effectiveness of the real estate asset management program and associated agreements, which, in turn, affects housing providers and other internal and external stakeholders. The real estate asset management program is a highly sensitive and critical part of the Ministry business plan, affecting delivery of initiatives such as capital maintenance and renewal of ASHC-owned properties.

The Manager provides direct input to the decision-making processes of senior representatives through provision of evidence-based advice and recommendations. Information provided, and decisions made, by this position directly affect the affordable housing real estate asset management program and the assets located throughout the province, and have potential for considerable financial, business, and political impacts and risks.

Key Relationships

Major stakeholders and purpose of interactions:

Real Estate Asset Portfolio team members - Provide guidance and supervision; manage assignments and performance; manage operations; facilitate collaboration; resolve issues.

Director and Executive Director - Receive direction; provide solutions and advice; resolve issues.

Branch and division managers and staff members - Provide advice and consultation; exchange information; collaborate on development of standards and guidelines as appropriate.

Ministry Corporate Service representatives (e.g., Legal Services, Risk Management) - Request advice and discuss issues or concerns pertaining to the development and implementation of real estate asset management program; collaborate on initiatives.

Consultants, developers, municipalities, HMBs, and not-for-profit organizations - Provide information relating to real estate asset management program; negotiate real estate asset agreements and amendments; explain real estate asset obligations; monitor compliance; identify and resolve accountability issues; negotiate and develop solutions.

Representatives of other ministries - Exchange information relating to affordable housing real estate asset management program; participate in working groups and committees; resolve issues; develop working relationships

Required Education, Experience and Technical Competencies

Education Level	Focus/Major	2nd Major/Minor if applicable	Designation
Bachelor's Degree (4 year)	Business	Public Administration	Other

If other, specify:

Real estate designation is an asset

Job-specific experience, technical competencies, certification and/or training:

The Manager requires in-depth knowledge, skills, and abilities in the following areas:

- Working knowledge and ability to interpret the various legislation for which authority to regulate has been granted (i.e., *Public Lands Act, Public Lands Administration Regulation, Environmental Protection and Enhancement Act, Alberta Real Estate Act, RECA, etc.*).
- Acquisition and disposition of real property
- Environmental compliance in a real property management environment
- Monitoring of real property projects

- Real property management or real property projects management
- Drafting and negotiating retail leases of other property rights, including air rights
- The regulatory environment governing land use planning and development in Alberta and Canada, including specifically the planning sections in the *Municipal Government Act (MGA)*; general knowledge of other sections of the *MGA* and related legislation and regulations affecting municipal planning
- Life Cycle Material Management (LCMM) principles
- Advanced computer skills in MS Office, Excel, CORES, LandRite®, and Internet; familiarity with online EDS, Spin, and Alberta Crown land systems
- Supervisory skills, including commitment to team-building, continuous improvement, innovation, and capacity-building
- Verbal and written communication and presentation skills, including ability to develop and deliver presentations to key decision-makers and stakeholders and communicate complex information to internal and external stakeholders
- Organizational skills, including ability to function at the strategic level while simultaneously managing staff and demanding responsibilities within a dynamic environment of competing and tight deadlines and shifting priorities
- Experience as a land administrator, realtor, real estate asset manager, or urban planner is considered an asset.

Education/Training:

- Undergraduate degree in a related field (e.g., land administration, urban planning, urban land/economics, business administration, real estate law, planning, appraisal, etc.) or equivalent, with minimum of six years of working experience, or a post-graduate degree with minimum four years of experience
- Permanent Alberta Land Agent license is an asset
- Membership with recognized real estate organizations, the Alberta Professional Planners Institute, Alberta Development Officers Association, or other equivalencies (i.e., certification as Registered Professional Planner (RPP)) is an asset
- A valid Alberta Driver's License to conduct site visits and attend external meetings if and when necessary

Behavioral Competencies

Pick 4-5 representative behavioral competencies and their level.

Competency	Level					Level Definition	Examples of how this level best represents the job
	A	B	C	D	E		
Systems Thinking	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Takes a long-term view towards organization's objectives and how to achieve them:</p> <ul style="list-style-type: none"> • Takes holistic long-term view of challenges and opportunities • Anticipates outcomes and potential impacts, seeks stakeholder perspectives • Works towards actions and plans aligned with APS values • Works with others to identify areas for collaboration 	
Creative Problem Solving	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Engages the community and resources at hand to address issues:</p> <ul style="list-style-type: none"> • Engages perspective to seek root causes • Finds ways to improve complex systems • Employs resources from other areas to solve 	

		<p>problems</p> <ul style="list-style-type: none"> Engages others and encourages debate and idea generation to solve problems while addressing risks 	
Drive for Results	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/>	<p>Works to remove barriers to outcomes, sticking to principles:</p> <ul style="list-style-type: none"> Forecasts and proactively addresses project challenges Removes barriers to collaboration and achievement of outcomes Upholds principles and confronts problems directly Considers complex factors and aligns solutions with broader organization mission 	
Agility	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Identifies and manages required change and the associated risks:</p> <ul style="list-style-type: none"> Identifies alternative approaches and supports others to do the same Proactively explains impact of changes Anticipates and mitigates emotions of others Anticipates obstacles and stays focused on goals Makes decisions and takes action in uncertain situations and creates a backup plan 	
Build Collaborative Environments	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/>	<p>Involves a wide group of stakeholders when working on outcomes:</p> <ul style="list-style-type: none"> Involves stakeholders and shares resources Positively resolves conflict through coaching and facilitated discussion Uses enthusiasm to motivate and guide others Acknowledges and works with diverse perspectives for achieving outcomes 	