

## Role profile

Role title: Senior Specialist: Estates	Function: Estates and Property Management
Band:	Sub-function: Regional Management
Reports: Regional Manager	Location: Region (PE / Bloem / Limpopo & Mpumalanga)

### Role purpose:

The role of the Senior Specialist: Estates is to manage end to end within MAST region the Estates strategic and operational property related projects, negotiations, staff and reporting. This will include liaising with internal staff, vendors, contractors, landlords and stakeholder management and relations. This will include staff, contractor, vendor, customer and stakeholder management and relations. This to be conducted in a timely manner with the goal of maximizing operational efficiency and achieving favourable contractual terms whilst adhering to all regulatory and MAST's policies, procedures, and processes.

**The role of the Senior Specialist will have a dual function managing Specialist and Admin staff in the central region as well as looking after their own portfolio:**

- Develop and maintain strategic relationships with landlords, stakeholders, and relevant government bodies.
- Act as the primary point of contact in managing and resolving landlord disputes, addressing queries and providing feedback
- Spearhead all strategic projects in aligning with MAST's operational objectives
- Stay abreast with current industry trends and best practices in providing informed guidance to regional manager and landlords
- Develop strategies for landlord engagements as a means of enhancing landlord satisfaction
- Regular travels within the region
- Execute MAST's property strategy to maximize tenancy and manage costs effectively
- Obtain consents from landlords for the transfer of existing lease agreements
- Gathering, analysing and presenting data to support business decision-making skills.
- Creating routine and adhoc report, dashboards and visualizations and ensuring the accuracy and reliability of data and reports
- Negotiate timely lease renewals and rental agreements with a focus on cost reduction.
- Coordinate site activities, ensuring smooth communication between landlords, contractors, and stakeholders.
- Collaborating and Management of other team member to oversee their reporting and performance deliverables as per the MAST Framework
- Manage lease tracking, budgeting, dispute resolution, and any other delegated tasks towards collaborative teamwork to maintain business continuity.
- Implement and manage programs for lease and contract renewals consent and novation's, landlord negotiations, customer liaisons and any other estates strategic

projects by driving the MAST culture and behaviours as aligned to the Performance Management Framework.

<p><b>Key accountabilities and decision ownership [max 5]:</b></p> <ul style="list-style-type: none"> <li>• To manage rentals and develop initiatives to aggressively reduce cost.</li> <li>• High productivity and entrepreneurial focus in managing landlords and managing operations, staff, vendors, and stakeholders.</li> <li>• To maintain high standards, customer excellence and quality assurance</li> <li>• To develop and implement innovative initiatives that will further reduce and optimise OPEX.</li> <li>• To compile management, dashboard, strategic and operational reports, and presentations</li> </ul>	<p><b>Core competencies, knowledge, and experience [max 5]:</b></p> <ul style="list-style-type: none"> <li>• Stakeholder Management and Negotiation Skills</li> <li>• Teamwork</li> <li>• Customer Focus</li> <li>• Critical decision making</li> <li>• Execution excellence</li> </ul> <hr/> <p>Must have technical / professional qualifications:</p> <ul style="list-style-type: none"> <li>• Matric (Essential).</li> <li>• Relevant Degree or Diploma such as (BSC -QS; Building Science; Civil Engineering; Project management, Town Planning, (Property Management – (Essential).</li> <li>• Management courses or experience (e.g., MDP/MDC) (Desirable).</li> <li>• +5 to 8 Years relevant functional experience of which the following is applicable.</li> <li>• 2 to 3 years knowledge&amp; experience of contractual legal requirements (Essential).</li> <li>• 2 to 3 years Environmental knowledge &amp; experience (Essential).</li> <li>• 2 to 3 years Town planning knowledge &amp; experience (Essential).</li> <li>• Excellent communication, negotiation and interpersonal skills</li> <li>• Knowledge, Skills and Abilities</li> </ul> <ol style="list-style-type: none"> <li>1. Planning and control tools</li> <li>2. Advanced Excel</li> <li>3. Strong organizational skills and attention to detail</li> </ol> <hr/> <p>Budget owned: Indirect Opex</p>
<p><b>Key performance indicators [max 3]:</b></p> <ul style="list-style-type: none"> <li>• Lease renewals</li> </ul>	<p>Direct reports: Property Negotiators and/or Specialists and/or, Administrators and/or, Contractors/Vendors</p>

- Savings/financial optimisation
- Operational and Strategic reporting

Dotted reports: [Promote](#) cross functional engagements with Finance, Tech Ops, Legal and Commercial

Risks:

H= high, M = medium, L = low. Please use your best judgement

Topic	H/M/L	Please describe
<b>Scale of influence across organisation</b> (H, M or L and description e.g. direct and indirect interfaces across markets / levels, leadership and guidance provided to others, interpersonal skills etc.)		
<b>Strategic elements of role</b> (H, M or L and description e.g. definition of long term roadmaps / priorities / decision making etc. versus delivery of strategy / day-to-day operational activities)		
<b>Operational accountability and impact on service to customers</b> (H, M or L and description e.g. level of influence on customer experience, management of large operational teams etc)		
<b>Impact of risks managed by role on MAST</b> (H, M or L and description e.g. management of stability of networks, large budgets, strategic direction etc)		
<b>Level of expert knowledge required for role</b> (H, M or L and description e.g. knowledge of technologies, centres of excellence etc)		
<b>Extent that individual thinking and judgement are required for role</b> (H, M or L and description e.g. repetitive and formulaic activities versus creation of new approaches, problem solving )		
<b>Critical success factors and competencies for role</b> (e.g. knowledge of telecoms technologies, influencing skills, critical thinking etc)		