



Abbotsford Convent.

Tenant Community & Studio Coordinator (Permanent F/T Position)

1. BACKGROUND

The Abbotsford Convent is Australia's largest multi-arts precinct and a much loved cultural and community hub of Melbourne. The Convent precinct comprises 11 historic buildings, a gallery, four cafes, a radio station, a school, and 6.8 hectares of expansive gardens and open spaces. A thriving and dynamic community, the Convent is home to 120 tenants including visual artists, writers, designers, performers and wellbeing practitioners, and welcomes around one million visitors each year.

The Abbotsford Convent Foundation (ACF) is the not-for-profit organisation that owns and operates the precinct on behalf of the public, and manages the day-to-day operations, sustainability and future vision of this unique arts, culture and learning precinct. While we are honoured to receive local and state support for activities to enliven our incredible precinct, when it comes to managing and maintaining the expansive Convent precinct, we rely on our social enterprise model and the support of the community to ensure the precinct remains open, activated and accessible to everyone, 365 days of the year.

Context

The Tenant Community & Studio Coordinator works alongside the Tenant Community Manager to manage the needs of the Convent's diverse tenant community made up of arts and cultural organisations, artists, hospitality outlets, design professionals, creative businesses, a radio station and two onsite learning institutions including a Steiner School and an academy of music. The Tenancy team manages all aspects of tenancy at the Abbotsford Convent including selection, leasing and compliance, inductions, studio and relationship management, as well as tenancy engagement initiatives including an annual pop-up-shop, social activities and the St Heliers Gallery program.

Key responsibilities within the role are tenant liaison, the preparation and administration of ACF tenant leases and associated documentation, departmental record keeping, and monitoring all tenant related issues and opportunities. This role is a combination of being front facing with the inspiring and diverse Convent tenants and organising the back end to ensure compliance and streamlined tenant services.

This position requires a good team player with strong people skills, very high attention to detail and an aptitude to the tasks required to make the tenancy experience at the Convent a positive one. We foster an environment where people are encouraged to use their initiative to fine tune our systems, processes, and projects. If you love working with people, enjoy organising the detail required to enhance people experiences and demonstrate a flexible and positive approach to day-to-day operations we encourage you to apply.

Organisational Relationships

Reporting:

The position reports to the Tenant Community Manager.

Internal Relationships:

The role is required to work across the organisation with particular liaison with Governance, Operations, Accounts, Events and Venues and Programming.

External Relationships:

The role interfaces with existing and prospective tenants, legal consultants, auditors and other partners.

2. KEY RESPONSIBILITIES, DUTIES & ACCOUNTABILITIES

Tenant Selection, Induction and Vacating Processes

- Coordinate responses to new tenant enquiries, logging interest for later referrals and communication.
- Coordinate tenancy EOI's, including inspections with prospective tenants and assessments.
- Coordinate tenants' web profiles and studio signage.
- Manage updates and distribution of induction material and provision of keys.
- Manage the process for exiting tenants, including inspections and bond refunds.

Administration

- Prepare and administer leases, including data entry, filing and archiving.
- Assist with upkeep of tenant handbook, portal and other tenant information.
- Update all leasing documentation, including continual improvement of contracts processes, procedures and documentation
- Liaise with ACF legal resources from time to time to ensure compliance to the Retail Tenancies Act
- Prepare presentations, agendas and minutes for tenancy meetings, Food & Beverage Meetings and Wellbeing meetings.
- Monitor systems of information sharing and ensure the accurate storage and archiving of data
- Coordinate and contribute content for tenant newsletters.

Studio and Tenancy Management

- Assist with response to and resolution of requests, ensuring timely follow-up.
- Conduct condition reports as required.
- Assist with keeping the Abbotsford Convent website and directory signage up to date with respect to current information including tenant status.
- Update key registers and other system records as needed.

Reporting

- Assist with the development of system reports required for quarterly and annual reporting.
- Prepare tenancy statistics as required.
- Run monthly rent roll reports.
- Manage the Salesforce tenancy and leasing database, ensuring data integrity.

Convent Tenant Engagement Activities

- Assist with the development and management of new and existing tenant engagement initiatives including the annual pop-up shop, e-commerce site, on- site gallery and tenant social activities.

Other

- Maintain safe working environments and procedures that comply with legislation and ACF OH&S standards.
- Participate collaboratively in staff meetings, strategic planning and evaluation processes.
- Contribute to the continual improvement of tenancy departmental processes.
- Undertake other duties as required.

3. KEY PERFORMANCE MEASURES

- Accuracy and timeliness of lease preparation and administration.
- High level of compliance evident in processes and annual audit results.
- Effective process improvement evident in an increased level of team efficiency and improved reporting methods.
- High satisfaction levels received for ACF led tenant engagement initiatives.
- High level of tenant satisfaction evident in feedback.

4. KEY COMPETENCIES

Specialist Skills and Knowledge

- Previous experience in a similar role / skill set.
- Proficiency using Salesforce or equivalent CRMs or the ability to learn.
- Ability to resolve issues or problems by liaison including the ability to liaise with legal professionals.
- Strong data collection, reporting and willingness/confidence to present/ability to present information to tenants/broader team as required.
- Knowledge of the Retail Tenancies Act would be highly regarded.
- Proficiency in MS Suite (MS Excel).

Interpersonal Skills

- Strong people skills when dealing with the team and tenant community.
- Well-developed communication skills, both written and verbal in a professional manner.
- High level of accuracy and attention to detail.
- Ability to relate to a broad range of people from varied cultures and backgrounds.
- Ability to work collaboratively.

5. QUALIFICATIONS & EXPERIENCE

- Qualification in arts or commerce (e.g. Fine Arts, Arts Management, Legal Studies, Finance, Business) will be highly regarded.
- 1 - 2 years' experience in a similar role in an arts, cultural or events precinct, arts studios, a commercial role in real estate, property management or similar.
- Experience in contracts administration would be highly regarded.
- Experience working within compliance to the *Retail Leases Act* would be highly regarded.

6. KEY SELECTION CRITERIA

1. A successful track record in a similar or transferable role.
2. Experience applying policies and procedures to your work, such as adhering to legislative requirements pertaining to the *Retail Leases Act*.
3. A high level of personal accountability, organisational skills, attention to detail, and initiative to ensure delivery of timely and positive outcomes in a busy environment.
4. Demonstrated expertise and knowledge using CRMs and Salesforce and the ability to develop and improve systems and processes.

7. CONDITIONS

- This is a full-time, permanent role. A six-month probation applies.
- This role has a salary of circa \$65,000 per annum plus superannuation.
- The Amusement, Events and Recreation Award (MA000080) is applicable.
- This role will require you to work occasional evenings, and weekends linked with ACF tenant events and programming.

Note: As the ACF evolves to meet the changing needs of our community and projects, the competencies required for this role may vary from this role statement.

8. APPLICATION PROCESS

Abbotsford Convent is committed to equity and inclusion and welcomes applications from Aboriginal and/or Torres Strait Islander people, people from culturally and linguistically diverse backgrounds, people of all abilities, and people from LGBTQIA+ communities.

Applications are due by 9am Wednesday, 24 September 2025.

Please refer the information below to submit your application.

- A current CV and contact details of 2 referees.
- A written application (limit to 1 page or max 2 pages) addressing the Key Selection Criteria.

Please submit your application at hrsupport@abbotsfordconvent.com.au

Selected candidates will be interviewed in the first week of October 2025.

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