



Abbotsford Convent.

Tenancy and Leasing Supervisor

Temporary F/T Position for six (6) months, 1 FTE

Applications from candidates seeking part-time work are welcome.

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 121 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 Tenancy and Leasing Supervisor is responsible for ensuring the effective day-to-day operation of the Abbotsford Convent tenancy function during a temporary period of organisational need.

The role provides operational leadership, supervises the Tenant Community & Studio Coordinator and oversees tenancy administration, tenant engagement activities and leasing processes to ensure continuity of service across the precinct.

Organisational Relationships

Reporting:

The position reports to the Visitor Services and Placemaking Manager.

Internal Relationships:

This role works closely with all functions of the organisation.

External Relationships:

The role will interface with existing and prospective tenants, legal consultants, and auditors.

2. KEY RESPONSIBILITY AREAS, DUTIES AND ACCOUNTABILITIES

Operational Supervision

- Coordinate the day-to-day delivery of tenancy services across the precinct.
- Allocate and monitor workflow within the tenancy team.
- Supervise the Tenant Community & Studio Coordinator and provide coaching and guidance.
- Actively lead Expressions of Interest for vacancies and provide recommendations for final approval.
- Escalate complex tenancy issues to the Visitor Services and Placemaking Manager.

Tenant Services

- Maintain productive relationships with tenants.
- Act as a point of contact for tenant enquiries.
- Oversee the coordination of maintenance requests with contractors and internal teams.
- Resolve routine tenancy issues.
- Coordinate tenant inductions and departures.
- Lead delivery of approved tenant engagement initiatives.

Leasing Administration

- Oversee and forward plan key lease events, including options, expiries, renewals and rent reviews.
- In consultation with the reporting manager, negotiate lease terms, renewals and market rent reviews.
- Oversee preparation of leases and licence documentation and ensure compliance with the Retail Leases Act (where applicable)
- Maintain accurate tenancy and leasing records.
- Work with the Finance Team to manage monthly invoicing (rent roll) and debtors.

Reporting

- Prepare operational tenancy reports.
- Monitor KPI performance.
- Produce occupancy statistics.
- Support the preparation of monthly rent reports.
- Escalate significant commercial, legal or operational risks to the Visitor Services and Placemaking Manager.
- Provide operational reports as required.

General

- Represent ACF at internal or external meetings as required.
- Solve problems through discussion, negotiation, and teamwork.
- Maintain safe working environments and procedures that comply with legislation and ACF OH&S standards.
- Participate collaboratively in all staff meetings.
- Well-developed observational skills and attention to detail.
- Undertake other duties from time to time as directed.

KEY COMPETENCIES

General Skills

- Strong operational planning, analytical and problem-solving skills.
- Attention to detail.
- Sophisticated written and verbal communication skills, and meticulous attention to detail.
- A professional approach to dealing with confidential matters.
- Strong organisational skills and ability to manage multiple responsibilities and deadlines.
- Visitor centric attitude and approach with proven skills understanding and adapting to customer needs.

Interpersonal Skills

- Proven capacity to liaise effectively within a team environment and network with a range of stakeholders and communities of interest.

- Well-developed problem-solving skills
- Highly developed oral and written communication skills
- Strong Customer Service ethic.

Teamwork

- Ability to establish priorities, plan, co-ordinate resources and manage time effectively to collectively achieve objectives within deadlines.
- Ability to supervise, coach and support team.
- Ability to work flexible hours.

Specialist Skills

- Proven experience in a similar role.
- Demonstrated experience preparing reports.
- Strong administration skills and experience in data and information management systems.

3. QUALIFICATIONS AND EXPERIENCE

- Tertiary qualifications include Legal Studies, Finance, Business, or closely related field, minimum level - bachelor's degree
- Demonstrated experience (typically 3–5 years) in tenancy administration, property management, arts precincts or a comparable operational environment.
- Experience in contracts administration would be highly regarded.
- Experience working within compliance with the Retail Leases Act would be highly regarded.
- Current valid Working with Children Check or willingness to go through the process check on the final selection.

4. KEY SELECTION CRITERIA

1. **Operational Tenancy and Administration Experience** - Demonstrated experience in tenancy, property, facilities or stakeholder administration within a complex operational environment, including lease administration, compliance processes, record management and reporting.
2. **Leadership and Stakeholder Management** - Demonstrated ability to supervise and support staff, coordinate operational workflows.
3. **Organisation, Systems and Problem Solving** - Highly developed organisational, analytical and problem-solving skills with the ability to manage competing priorities, maintain accurate records, prepare reports and identify opportunities to improve operational processes and systems.
4. **Customer Service and Relationship Management** - Demonstrated commitment to delivering responsive, professional and customer-focused service, with the ability to communicate effectively, build positive relationships and respond to enquiries and issues in a timely, respectful and solutions-focused manner.

5. CONDITIONS

- This is a full-time, temporary position (1 FTE) for six (6) months established to support operational requirements within the Tenancy Department. Applications from candidates seeking part-time work are welcome.
- Continued employment beyond this term is subject to organisational requirements. A 2-month probation applies
- This role has a salary package of circa \$85,000 per annum plus superannuation.
- The Amusement, Events and Recreation Award (MA000080) is applicable.

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.

WHAT WE OFFER:

Our roles are full of opportunity, experience, and collaboration. We value all types of experience— the diversity and variety is what makes us unique.

- Salary sacrificing.
- Access to EAP services.
- An organisation committed to Diversity and Inclusion.
- A collaborative and inclusive work environment with a focus on employee well-being and professional growth.
- Access to some free events on-site.
- Free 24-hour car parking access

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 11.59 pm Sunday, 19 July 2026.

Please refer to the information below to submit your application.

- Provide a CV (maximum 3 pages) and a cover letter addressing key selection criteria and your motivation to apply for the role (maximum 3 pages).
- Short-listed applicants will be contacted shortly after the closing date.
- Applications are to be submitted to hrsupport@abbotsfordconvent.com.au

Applications will not be considered without a CV and Cover Letter addressing KSC.

Note: If you would like to have a private chat or discuss the role, please email your contact details to hrsupport@abbotsfordconvent.com.au and you will be contacted.