Abbotsford Convent.

Site & Tenancy Manager

Permanent F/T Position, 1 FTE

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, hospitality venues, 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 over 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. 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 Site & Tenancy Manager will manage ACF's tenancy portfolio, buildings, facilities, grounds and infrastructure, ensuring safe and well-maintained premises, strong occupancy and a strategic tenancy mix, sustainable revenue and compliance with relevant requirements. The role leads the Operations and Tenancy teams and takes responsibility for leasing, tenant relationships, maintenance planning, financial performance and tenancy systems.

Reporting to the CEO, the position makes operational and tenancy decisions within delegated authority and provides advice on complex or strategic matters.

Organisational Relationships

Reporting:
The position reports to the CEO and leads the Operations and Tenancy functions.

Internal and external relationships:
This role works closely with all functions of the organisation and external stakeholders.

2. KEY RESPONSIBILITY AREAS, DUTIES AND ACCOUNTABILITIES

Site Operations, Access & Presentation

- Oversee daily site operations and presentation, ensuring buildings, grounds, shared spaces and amenities are safe, accessible and well maintained.
- Manage car park operations and identify opportunities to improve revenue, efficiency and amenity.
- Coordinate site access and infrastructure requirements for exhibitions, programmes, events and other precinct activities.
- Work with the Experience Manager and relevant teams to assess proposed activities, address operational requirements and minimise disruption to tenants and site users.

Tenancy & Property Management

- Manage the tenancy portfolio to strengthen occupancy, revenue, tenant mix and long-term sustainability.
- Lead EOI processes, tenant selection, occupancy planning, lease negotiations, renewals, and rent reviews.
- Manage tenancy lifecycle, including inductions, inspections, condition reports, fit-outs, make-good works and exit and bond outcomes.

- Work with Finance Manager to develop a tiered tenancy pricing model.
- Ensure accurate lease documentation and required approvals within delegation. Obtain legal advice on complex leases, disputes and leasing requirements.

Tenant Engagement & Communication

- Build strong tenant relationships and lead tenant engagement.
- Manage tenant enquiries, complaints and disputes, including complex and high-risk matters.
- Lead tenant communications concerning operational changes, events, facilities and capital works.
- Lead tenant surveys, meetings and consultation, ensuring feedback informs improvements and agreed actions are completed.
- Lead daily tenant engagement and coordinate tenant involvement in precinct activities

Buildings, Facilities & Grounds

- Lead maintenance of buildings, tenancy spaces, venues for hire, grounds, gardens, infrastructure and equipment.
- Plan preventative maintenance priorities based on safety, compliance, property condition and budgets.
- Manage facilities budgets, procurement, service contracts and contractor performance within delegation.
- Ensure security, utilities, cleaning and site services are reliable and cost-effective.
- Ensure essential safety measures, inspections and servicing are completed, recorded and followed up.

Asset Planning & Heritage Conservation

- Develop and maintain short- and long-term plans for the maintenance, repair and replacement of buildings, infrastructure and equipment.
- Identify and prioritise infrastructure and conservation needs, providing advice and recommendations to the CEO.
- Contribute site and tenancy requirements to the scoping, budgeting and coordination of approved capital works, working with any appointed project manager or specialist adviser.
- Identify funding and partnership opportunities for site improvements in collaboration with relevant ACF teams.

Financial Management, Compliance & Reporting

- Manage tenancy and facilities budgets with Finance, monitor performance and address variances.
- Approve monthly rent rolls and manage rent, outgoings, security deposits, arrears and payment arrangements within delegation.
- Ensure compliance with legislation, leases and ACF requirements, seeking specialist advice as needed.
- Oversee site safety, emergency preparedness, training and contractor inductions. Coordinate risk assessments and escalation across shared activities.
- Ensure accurate tenancy records and systems are maintained.
- Report to the CEO and Board on financial performance, maintenance, compliance and risks, recommending action where required.

Team Leadership

- Lead Operations and Tenancy teams, setting priorities and managing performance, development and staffing coverage.
- Manage day-to-day tenancy matters with support of Tenancy team and implement process improvements.
- Contribute to organisational planning and escalate significant risks and recommendations to CEO.
- Work collaboratively with CEO and Senior Leadership team on strategic and operational issues to ensure issues are resolved and priorities are delivered.
- Proactively build a positive workplace culture by role-modelling organisational values.

Administration & General

- Ensure appropriate records are maintained of contracts, approvals, inspections, incidents and significant decisions.
- Develop and improve procedures supporting effective site and tenancy management.

- Represent ACF at relevant tenant, contractor and stakeholder meetings.
- Undertake other duties directed by CEO.

KEY COMPETENCIES

General Skills

- Strong organisational and time management skills, with the ability to balance site operations, tenancy matters and longer-term priorities.
- Strong written and verbal communication skills, including preparing CEO and Board reports, correspondence and recommendations.
- Financial management skills, including budgeting, forecasting and monitoring income and expenditure.
- Proficiency in Microsoft Office and property, tenancy or facilities management systems.

Interpersonal Skills

- Ability to build and maintain positive relationships with tenants, staff, contractors and external stakeholders.
- Ability to build and maintain positive and collaborative working relationships.
- A respectful and approachable manner, with discretion when handling confidential information.
- Ability to provide clear direction, constructive feedback and practical support to staff.

Teamwork

- Ability to lead and support the Operations and Tenancy teams, setting clear priorities and hold people to account for their actions.
- Contributes to a positive, respectful and cooperative team environment.

Specialist Skills

- Sound knowledge of commercial and retail leasing, including tenant selection, lease negotiations, renewals, options, rent reviews and lease obligations.
- Knowledge of building and facilities management, including preventative maintenance, contractor management, security, utilities and essential safety measures.
- Understanding of workplace health and safety practices and operational compliance.

QUALIFICATIONS AND EXPERIENCE

- Relevant tertiary qualification in property, facilities, real estate or business management.
- Minimum five years' experience in property, tenancy or precinct management, including responsibility for buildings, facilities and site operations.
- Strong knowledge and understanding of occupational health and safety and risk management requirements within an operational environment.
- Current Working with Children Check, or willingness to obtain one before commencement
- Desirable: experience working in a for purpose, social impact or cultural organisation.

3. KEY SELECTION CRITERIA

1. **Tenancy Portfolio Management and Stakeholder Engagement:** Demonstrated ability to manage commercial or retail tenancies, including tenant selection, lease negotiations, renewals, options and rent reviews, and to build strong stakeholder relationships and resolve complex tenant matters
2. **Site Operations, Facilities and Safety**: Demonstrated ability to manage buildings, grounds and shared spaces, prioritise maintenance, oversee contractors and maintain safe, accessible premises. Ability to manage site risks and contribute to asset planning, heritage conservation and capital works.
3. **Financial Management, Compliance and Reporting:** Demonstrated ability to manage budgets, forecasts, rent rolls and arrears. Use of financial and operational data to identify risks and recommend action. Sound judgement in applying lease obligations and working within delegated authority.
4. **Team Leadership and Collaboration**: Demonstrated ability to lead operations and tenancy staff, set priorities, allocate work and support performance. Ability to work across teams to coordinate site access, maintenance, site and tenant requirements for precinct activities.

4. CONDITIONS

- This a full-time, permanent position (1 FTE). A six-month probation applies.
- This role has a salary package of circa $115,000 per annum plus superannuation.
- The Amusement, Events and Recreation Award (MA000080) is applicable.

The successful candidate will be required to complete Retail Leases Act training upon commencement.

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 Monday, 23 November 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.