



EMPLOYMENT OPPORTUNITY

MANAGER REAL ESTATES (ZL4)

ZSIC Life Plc is a leading long-term life assurance Company wholly owned by the Industrial Development Corporation (IDC). The Company has a well spread branch network across Zambia, providing the market with flexible, reliable and quality life assurance, pension and fund management services through innovation and a motivated workforce. In order to live up to this mandate and realise its vision of being the “Most preferred provider of exceptional insurance and pension services”, the company invites applications from suitably qualified, result oriented and self-motivated Zambian nationals to fill the position of Manager Real Estates, to be based in Lusaka, under the Treasury & Investments Department.

JOB PURPOSE

Reporting to the Head Treasury & Investments, Manager Real Estates (ZL4) will generally be responsible for coordinating the management of all residential and commercial properties of the Company in order to realize optimal returns.

MAIN RESPONSIBILITIES

KRA 1 Oversight

- Supervises the operations of the Real Estate Units
 - Debt Management - supervises the team to ensure;
 - 100% collection of invoices
 - 10% collections on arrears
 - Implementation of strategies to ensure collection of arrears on vacated tenants accounts
 - Reconciling of receivables between Real Estates and Finance
 - Facilities and Maintenance Management - supervises the team to ensure;
 - Preventive, routine, pre-determined and reactive repairs and maintenance for the portfolios
 - Timely response to maintenance requests
 - Implementation of the approved maintenance budget

- Work done by contractors is verified and certified based on the terms of reference of the contract, BOQ or materials schedule
- Tenancy management - supervise the team and ensure;
 - Lease administration and implementation
 - Smooth tenant on-boarding and off-boarding according to the procedure manual
 - Ensure an appropriate tenant mix to create a hedge against cashflow risk
 - provision of security for all properties in conjunction with Security and Investigations Department
 - Two-way communication between the Company and clients to foster client satisfaction and mutual understanding
 - Acts as the central point of contact for all vendors that provide property services to the Company

KRA 2 Contract Negotiation and Management

- Manages all contracts dealing with Real Estate Management in accordance with the procurement best practice
- Coordinates work and reviews all outsourced service providers
- Establishes clear and measurable desired outcomes by the Estate Agent (Key Performance Indicators)
- Creates a pricing model with incentives to achieve “a-win-win” in order to improve on the Returns on investments
- Liaises with the outsourced Property managers and Estate Agents on regular basis in order to reach agreed milestones

KRA 3: Budget & Work plan Preparation and adherence

- Prepares annual property income and expenditure budget
- Prepares annual work plan for Implementation
- Adheres strictly to approved Budget and work plans

KRA 4 Property & Systems Management

- Liaises with the Contractors and service providers on all maintenance schedules and services needed for all properties
- Works with the Estate Agent in developing a system and procedure protocol for all properties
- Monitors and evaluates the activities of the service providers
- Ensures timely payment of All property expenses such as land rates, ground rent, water and electricity bills
- Ensures that repair works are being done according to contract specifications
- Coordinate with ICT to ensure effective use of the ERP system

KRA 5: Ensure positive performance for the property portfolios under ZSIC Life Plc

- Maximize receivables by ensuring competitive occupancy rates for the property portfolio
- Ensure property expenses are cost effective and within the budget
- Implements strategies to ensure upward trending and competitive property yields
- Undertakes market-based research for adoption of market best practices
- To preserve the value of all real estates properties
- To maximize returns from the property assets
- To minimize the risk faced by the property assets

KRA 6: Reporting

- Prepares periodic property performance reports on a monthly, quarterly and Annual basis highlighting the status of the residential and commercial properties
- Prepares reports on strategies, proposals, and recommendations for approval of management
- Perform any other duties as assigned by Management and or the supervisor from time to time.

PERSONAL ATTRIBUTES

- Self -motivated
- Supportive
- Integrity
- Good team player

SKILLS REQUIRED

- Excellent verbal and written communication skills
- Project management
- Negotiating skills
- Leadership and motivation skills
- High level of computer literacy skills
- Able to operate the property management system
- Understanding of legislation related to property management

REQUIREMENTS

- Grade 12 School Certificate with 5 'O' levels or its equivalent
- Bachelor of Science Real Estates or Equivalent Degree
- Member of the Surveyors Institute of Zambia (SIZ)
- Minimum of 5 years' experience.

TERMS OF APPOINTMENT: Fixed term contract.

APPLICATION PROCEDURE

Interested persons can send their application letters accompanied by Curriculum Vitae and certified copies of academic qualifications to jobs@ziclife.co.zm by close of business on 11th May 2023.

Letters should be addressed to:

The Head Human Capital & Administration
ZSIC Life Plc,
Insurance House,
Stand No. 4432 Cairo Road,
Box 30507,
LUSAKA.

ONLY SHORTLISTED APPLICANTS WILL BE COMMUNICATED TO.