

<b>Position Description</b>			
<b>Title:</b>	<b>Tenant and Lease Administrator</b>	ETC 39/2010; MPO/259/2005/2	
<b>Office:</b>	Office of the Executive Chairman		
<b>Unit:</b>	Legal, Regulatory and Compliance Unit	<b>Relativity:</b>	<b>5</b>
<b>Responsible to:</b>	<b>Chief Officer, Legal, Regulatory and Compliance</b>		

### **Overall Purpose of Position**

The Tenant and Lease Administrator is responsible for managing all aspects of lease development and administration process within Malta Enterprise.

### **Main Responsibilities**

#### **Plans and Objectives**

- Ensures ongoing compliance with the terms of Malta Enterprise leases.

#### **Duties**

- Develops and recommends lease administration policies.
- Administers officially approved lease administration policies.
- Submits recommendations with regards to the expiry of leases.
- Screens potential tenants in accordance to the lease administration policy to assess their eligibility and submits recommendations in this regard.
- Participates in lease administration activities relating to lease negotiations and renewals.
- Acts as the first port of call for all communications with tenants.
- Administers the lease contract entered into with a tenant.
- Escalates to estate maintenance, matters relating to site maintenance and follows-up to ensure closure as appropriate.
- Administers tenant billings.
- Reviews, analyses and documents accounts receivable and follows up with tenant for corrections, adjustments and payments.
- Reviews accounts receivable reports for each tenant on a monthly basis.
- Administers tenant payment issues and proposes solutions for resolution.
- Administers payment schedules with tenants and in failure of settlement, escalates issues and provides recommendation for its resolution.
- Administers tenant requests for capital improvements and submits recommendations as appropriate.

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Time: 1752hrs

- Administers the Service Level Agreement with the Office of Property Management with regards to the management and administration of the planning and regulatory aspects of tenement capital improvement proposals submitted to the said Office.
- Ensures that in the event that authorisation to tenant for capital improvements has been provided that the improvements carried out are in accordance with the authorisation parameters provided to him or her.
- Ensures that in the event that tenant exceeds authorisation, matter is escalated together with recommendations.
- Participates in regular inspections of common areas, building exteriors and landscape and intervenes as necessary.
- Compiles fact sheets, tenant histories and briefs as requested.
- Maintains and organises current lease files for all locations; enters and manages all lease documents in the lease database of tenants, particulars and salient lease contractual matters.
- Resolves problems / answer lease-related queries referred by tenants and other internal executives.
- Attends briefings and meetings as necessary.
- Prepares and presents management reports and other documentation as requested.

### **Consultation**

- Consults and coordinates with the Chief Officer, Legal, Regulatory and Compliance, within the Legal, Regulatory and Compliance Unit.
- Consults with the Office of Property Management.
- Coordinates with tenants on a regular basis.
- Coordinates with other relevant internal and external stakeholders or agencies as necessary.

### **Self-Improvement**

- Keeps up-to-date with legislation relating to leasing of property and land.
- Keeps up-to-date with new developments within the Legal, Regulatory and Compliance Unit, as well as Malta Enterprise as a whole.

### **Other**

- Performs other job related duties as necessary or as assigned.

### **Supervision Received**

- Direction from the Chief Officer, Legal, Regulatory and Compliance, especially in sensitive or contentious issues.

### Working Conditions

- Office hours but may be requested to work outside office hours to meet deadlines and / or in crises situations.
- On-site visits may be required.

### Skills / Knowledge / Experience

#### Skills

Computer literacy.	High
Verbal and written skills in both English and Maltese language.	High
Numeracy skills.	High
Communication and interpersonal skills.	High
Negotiation and conflict-resolution skills.	High
Organisation and planning.	High
Problem-solving and decision-making skills.	High
Attention to detail.	High
Ability to show initiative and work under minimum supervision.	High
Ability to multi-task under tight deadlines.	High
Dependable, mature, trustworthy and demonstrates professional conduct.	High

#### Knowledge

Tertiary qualification.	Mandatory
Ability to understand and interpret legal drafting.	Mandatory
Knowledge of rent legislation.	Mandatory

#### Experience

Minimum 3 years experience.	Mandatory
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