

JOB DESCRIPTION

JOB TITLE:

CENTRE MANAGER

JOB TITLE OF INCUMBENT'S SUPERVISOR:

PORTFOLIO MANAGER

PURPOSE OF THE JOB

The Centre Manager is responsible for the day-to-day management of the shopping centre, ensuring optimal operational performance, tenant satisfaction, asset preservation, and financial control. The role focuses on maximizing income, maintaining the value of the asset, and ensuring the Centre is professionally managed in line with company standards and objectives.

KEY PERFORMANCE AREAS

Centre Operations & Facilities Management

- Ensure effective daily operations of the Centre and all facilities
- Maintain Centre standards in line with grading and company expectations
- Monitor market trends, tenant movement, vacancies, and competitor activity
- Initiate and manage refurbishments, upgrades, and improvement projects
- Maintain hands-on control of all projects and operational activities

Financial Management, Planning & Budgeting

- Compile accurate monthly management and financial reports timeously
- Monitor income, expenditure, recoveries, and variances
- Obtain, analyse, and report on tenant turnover and turnover rentals
- Assist in annual budgets, forecasts, business plans, and 5-year budgets
- Monitor operating costs and ensure recoveries in line with lease agreements
- Ensure cost-effective operations and contractor performance

Debtors, Creditors & Expense Control

- Manage tenant arrears, follow-ups, and legal processes where required
- Motivate write-offs for approval when applicable
- Control and approve operational expenses in line with budgets
- Monitor municipal recoveries and service charges
- Ensure effective controls and financial discipline

Tenant Management & Leasing Support

- Maintain strong relationships with existing tenants
- Assist with lease renewals and ensuring vacant space is let timeously
- Show premises to prospective tenants and act as a Centre brand ambassador
- Recommend tenant mix and potential tenants to the Property Manager
- Oversee new tenant installations, ensuring compliance with House Rules
- Monitor tenant performance, turnover, merchandising, and foot traffic

Repairs, Maintenance & Asset Management

- Implement and manage preventative maintenance programmes
- Ensure compliance with OHS Act and statutory requirements
- Liaise with contractors, authorities, and service providers
- Conduct inspections and ensure tenant compliance on exit and entry
- Attend site meetings and report on progress and risks

Security, Health & Safety

- Ensure effective security management and emergency preparedness
- Conduct regular inspections of security systems
- Manage security personnel and incident reporting
- Implement and maintain OHS and emergency response programmes

Public Relations & Marketing Support

- Establish and maintain strong public and tenant relations
- Support marketing initiatives and promotional activities
- Motivate tenants to improve service delivery and standards
- Control advertising materials and Centre image

People Management

- Supervise Centre staff and service providers
- Set objectives, delegate effectively, and manage performance
- Conduct regular meetings and ensure staff are informed and trained
- Identify training needs and support development initiatives

PERFORMANCE MEASURES

- Efficient and cost-effective Centre operations
- Well-maintained, safe, and compliant facilities
- Accurate financial reporting and budget control
- Positive tenant relationships and Centre reputation
- Effective communication with Senior Management

QUALIFICATIONS, EXPERIENCE & SKILLS

Education:

- Matric (Required)
- Additional Centre Management or Maintenance-related training (Advantageous)

Experience:

- 3–5 years' experience in shopping centre operations, retail centre management, or multi-tenant retail environments
- A minimum of 2 years' experience supervising staff, service providers, or on-site teams

Skills & Competencies:

- Strong leadership and people management skills
- Sound financial and budgeting knowledge
- Excellent problem-solving and organizational skills
- Strong communication and interpersonal abilities
- Ability to manage contractors and multiple stakeholders
- Computer literacy (property management and MS Office systems)