**Working Title: Workplace Experience + Real Estate Lead**

**Reports to: AVP, Innovation & Real Estate**

**Career level: C1**

**Summary:**

Responsible for managing the real estate and facilities operations for MD offices across Canada by employing innovative Workplace Experience strategies to elevate the employee, advisor and client experience.

**Duties & Responsibilities:**

* Leads the overall real estate program for MD offices across Canada
* Leads a team of employees along with BGIS employees
* Real Estate liaison for BNS partnerships and synergies.
* Owns, manages and makes decisions around an overall real estate budget (comprised of facilities, special projects, capital)
* Leverages internal and external partnerships to explore employee, advisor and client possibilities for real estate as it pertains to service model, location and/or type of office space
* Constantly anticipates what our employees and advisors want and need from an office space perspective.
* Creates and implements the overall real estate plan in partnership with the VP of Strategy and Execution – establishes goals, milestones and measures of success.
* Leads and manages the relationship with our external facilities service provider (BGIS) – leads and manages the Service Level Agreements, sets targets, manages their performance levels.
* Sets the direction for real estate team and motivates team to achieve both the longer-term and shorter-term real estate plan/milestones.
* Coaches and supports team to perform against set goals.
* Ensures that the vision for real estate is clearly understood for the team and for relevant stakeholders at all levels both inside and outside of MD
* Works and partners with the ME leadership team to build organization commitment against the vision and plan for real estate – encouraging synergies between teams and groups
* Constantly seeks new opportunities to mature MD’s real estate practices and impact with internal and external networks
* Oversees a wide range of deliverables including real estate analytics, financial analysis, workplace strategy, Health + Safety, Business Continuity Planning and addresses any/all employee requirements across all property types.
* Works with limited direction to carry out key organization real estate goals and projects. Guidance and support is offered in the form of consultation when major changes and/or transitions occur.
* Engages directly with VP – Strategy + Execution in achieving desired real estate outcomes while overseeing the activities of a diverse team encompassing facility maintenance, tenant services, management of capital projects, facility planning, procurement and accounting.

**Education & Experience:**

* University degree
* A minimum of 5-7 years of prior relevant real estate strategy and facilities management experience including 3-5 years leading and managing a team
* Demonstrated knowledge in commercial management, business administration, facility management or project management
* Demonstrated knowledge in budgeting and financial reporting
* Demonstrated knowledge in real estate strategy, capital planning and facilities operations management
* Demonstrated knowledge in managing external vendor relationships

**Competency Requirements:**

* Strong people + communication skills – both verbal and written
* Strong emergency reflexes – sense of urgency
* Strong project leadership + management
* Flexibility
* Problem solving skills
* Critical thinking – financial skills

**Effort & Working Conditions:**

* If there are special considerations for working conditions or effort please include those in the job description.
* If the effort and working conditions are aligned to the career structure framework as outlined at each career level, you do not need to include this section. If you submit a job description without effort and working conditions, you agree that they are aligned with the standards outlined in the career level framework document.

Job Description History:

-Written and created (or revised) by Michael Rinaldi, VP Strategy & Execution, 12/2019