

Position:	Urban Manager and Community Liaison Officer
Date Compiled:	4 July 2021
Last Revision Date:	8 July 2021
Last Revision No:	Version 1.1
Last Revision Done By:	Gustav Holtzhausen
Reports to:	Chief Executive Officer - Property Management and ESG Committee
Direct Reports	None directly
Indirect Reports	Portfolio Managers (PM's) Building Managers (BM's) Urban Managers (UM's) CID Managers (USM)
Department:	Property Management
Main Purpose of the Position:	
<p>Divercity is a for-profit property fund that invests in well located affordable housing precincts in major urban nodes across South Africa. These precincts are anchored by affordable residential accommodation, but also include a wide range of amenities such as healthcare, education, retail, leisure and community spaces. Divercity has a property portfolio valued at over R3bn and houses over 20,000 people in its apartments.</p> <p>Ithemba manages many of Divercity's assets and one of the key differentiator of Divercity's assets are precincts, buildings, premises and offices (referred to as Ithemba managed facilities) which are safe, clean, secure and well maintained. The Urban Manager, who should be a social entrepreneur at the core, plays a pivotal role in facilitating meaningful cooperation between the City, the various CID's, the law enforcement authorities and the community such that each plays their part in achieving this objective.</p>	
Key areas of responsibility:	
Stakeholder engagement	
<p>The role requires active contributions to, engagements with and building and maintaining strong productive relationships with the various stakeholders to achieve the overall goals, deliver tangible results and visibly improve the areas we operate in, i.e.</p> <ul style="list-style-type: none"> - The Mayor, his office and all MMC's. - COJ, COT and any other local government Divercity operates in. - Utility providers like City Power, Rand Water, Eskom, Pick-it up and the like. - The City's Planning Departments and JDA. - Law and bylaw enforcement like JMPD, SAPS, private security providers. 	

- City Improvement Districts (CID's) and their managers, including board representation, good governance, profitability and growth in contributions from landowners.
- CID forums
- Johannesburg Inner City Partnership (JICP)
- Ward Councillors
- The local community and community leaders
- Various political groups, parties and factions
- Consultants, Interest groups and the like to enable the achievement of objectives.
- Divercity's ESG Committee and CDC

Community liaison and community building.

The Role further requires a deep understanding of the social problems in our buildings and precincts and how that impacts our tenants and communities.

- Assist and influence the ESG structures within Divercity to design programmes that can foster community building and community health, focussed on our tenants, buildings and precincts i.e., inter building soccer tournament then implement and run these programmes.
- Review strategy and propose implementation plan and gain approval to establish homeless shelters in line with Divercity's strategy of 1 bed for every 10 apartments.
- Enable kids' development programmes during holidays and afternoons.
- Work closely with the Ithemba foundation to achieve mutual objectives.
- Maintain strong a political and objective relationships with the local community, community leaders and ward councillors.
- Establish early childhood development initiatives.

Placemaking.

The Urban Manager must deliver tangible results and visibly improve the areas we operate in. Raising funds to achieve objectives will be critical to success.

- Public Art.
- Public play areas and parks.
- Walkable networks.
- Uber stops.
- Taxi and bus stops.
- Establish playschools, crèche's, schools and post school institutions.

Safe, Clean and well maintained.

The Urban Manager must work with the various CID's, CID managers and city officials to ensure our precincts are clean safe and well maintained.

- The CLO will be Divercity's appointed Board Member for each of the CID's where it has a presence, and as such will be expected to engage meaningfully with other CID board members towards achieving the goals of the CID while representing Divercity's interests.
- Oversee and manage the various urban managers and respectable urban management companies to ensure they deliver on their relevant SLA's with the CID's.
- Fix potholes and other infrastructure problems, like pavements, pothole covers, uprooted infrastructure and the like.

- Improve traffic and pedestrian flow, through traffic lights, stop streets, speed humps, pedestrianised areas and the like.
- Reverse Urban decay in general.
- Stop illegal trading.
- Remove vagrants.
- Relocate illegal taxi ranks.
- Stop illegal drinking and partying.

Job Specific Requirements:

Personal Requirements & Skills:	<ul style="list-style-type: none"> ✓ Social entrepreneur. ✓ Networker (strong relationship in the public sector beneficial) ✓ Commitment to excellence. ✓ Communicate effectively. ✓ Ability to raise funds to achieve objectives. ✓ Ability to achieve objectives through established forums, structures and bureaucracies. ✓ Ability to work in a pressurized environment (private sector) but dependent on government, public interest groups, associations and other organisations to achieve objectives. ✓ The ability to influence others. ✓ Self-disciplined, self-motivated, hardworking and deadline driven. ✓ Innovative. ✓ Willing to work long hours, overtime and weekends. ✓ Must have driver's license and own reliable transport. ✓ English proficiency (essential).
Job Experience & Education:	<ul style="list-style-type: none"> ✓ Urban, City and/or Space Planning Experience (beneficial) ✓ Placemaking (beneficial) ✓ Project management (beneficial) ✓ Matric (essential) ✓ Tertiary Degree (essential) ✓ Degree / Diploma in Urban Planning (advantageous) ✓ Computer literacy of MS Office, Excel (essential)
Remuneration:	
Basic:	<ul style="list-style-type: none"> ✓ Market related remuneration package
Allowances or company contributions:	<ul style="list-style-type: none"> ✓ Group risk benefits and provident fund contribution included in cost to company
Commissions or Bonuses	<ul style="list-style-type: none"> ✓ Up to a 3x monthly salary multiple bonus based on performance against key performance areas and at management discretion.
Leave Days	<ul style="list-style-type: none"> ✓ 20 days per annum