

# Lisa Manks

BaAppSci(Math)

## PERSONAL DETAILS

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## EDUCATION

RMIT - Completed Bachelor of Applied Science (Mathematics), 1992

East Doncaster High School - Completed Higher School Certificate (HSC), 1987

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## PERSONAL PROFILE

I am an experienced property professional.

During my 23 years in the property industry I spent 15 years working for industry leaders Lend Lease Retail and The GPT Group.

My skills and experience span many facets of property management including shopping centre marketing, retail management, property operations, major account management and group operations in both the retail and commercial office sectors.

I am a dedicated, enthusiastic manager, team member and mentor. I produce high quality outputs and enjoy working in a dynamic and challenging environment. A mother of two, I enjoy a good work life balance whilst being dedicated to achieving my goals, both on a personal and professional level, and making a difference.

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## PERSONAL ATTRIBUTES

- > Exceptional analytical skills
  - > Exceptional auditing skills
  - > Proven performer and ability to effectively deliver
  - > Excellent time management and organizational skills
  - > Excellent contractor management skills
  - > High focus on attention to detail
  - > Excellent work ethic
  - > Good communication and personable skills
  - > Good ability to liaise across all levels of business
  - > Proven ability to train & mentor staff
  - > Ability to recognise issues early and develop strategies to manage effectively
  - > Fast learner
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## CAREER HIGHLIGHTS

As part of a select team, being actively involved in The GPT Groups' due diligence of, and subsequent acquisition of, 50% of the Highpoint Shopping Centre.

Working intimately on the Melbourne Central, Greensborough Plaza, Chirnside Park and Parkmore Shopping Centre Developments.

Created, implemented and rolled out key business tools such as the Operating Expenses Forecasting Guidelines, Operating Expenses Benchmarking Workbook, Resources Tracking Workbook and the Roles & Responsibilities Matrix.

Organized and facilitated a 2 day conference/peer group meeting for company property operations staff.

Commencing my own consulting business in 2011 which has given me the ability to further enhance a good work life balance as a dedicated mother and professional.

Working with a wonderful group of knowledgeable and professional people.

## EXPERIENCE

### **Managing Director Purple Life Pty. Ltd. October 2010 – current**

The company provides both property owners/managers and service providers with consultancy services specializing in property operations.

#### Areas of expertise

- Retail Property Management (specialising in Operations)
- Project Management
- Operational Due Diligence
- Client Services Management
- Training of Operations Staff
- Developing & implementing policies & procedures
- Tender documentation reviews
- Developing reporting models within Excel
- Specialist Supplier Contract reviews
- Auditing – Quality Management Systems
- Centre Management Short Term Contract Roles (Centre Manager, Retail Manager, Operations)

### **Centre Manager**

#### **The GPT Group**

**Dandenong Plaza : November 2011 – February 2012**

**Parkmore Shopping Centre: February 2012 – April 2012  
(contract roles – part time basis)**

#### Role Purpose

- To manage the overall performance of the asset, focusing on strategies to maximise income, effectively manage costs and minimise risk.

#### Responsibilities / Principle Tasks

- Provide leadership to a team of people, maximising effectiveness and efficiency.
- Ensure asset plan revenue and profit targets are achieved.
- Manage the development of staff and provide guidance for the preparation of budgets during the asset planning process.
- Compile information and analysis reporting for owner's annual reports, asset plans, monthly reports and business plans.

### **Group Operations Manager**

#### **Pacific Group of Companies**

**November 2010 – March 2011 (contract role – part time basis)**

#### Role Purpose

- To oversee the property operations functions across the Company Portfolio

#### Responsibilities / Principle Tasks

To ensure appropriate policies, procedures and processes are in place in respect of:

- Administration
- Regulatory compliance
- Risk management
- Capital expenditure (CAPEX) forecasting and management
- Communication
- Essential services
- Financial management
- Occupational health & safety
- Operating expenses (OPEX) forecasting and management
- Resources (energy, water and waste) management

**Major Accounts Manager**  
**Reflections Group Pty Ltd**  
**April 2009 – August 2010 (company went into receivership)**

Role Purpose

- To deliver the best possible level of service delivery and contract compliance to major clients (Westfield, The GPT Group, Stockland).
- Assist CEO with the development and role out of company policies and procedures, staff training programs and Integrated Management Systems (IMS).

Responsibilities / Principle Tasks

- To understand client requirements and ensure client expectations are met or exceeded.
- To regularly attend client assets and conduct internal inspections and audits.
- To regularly attend national client meetings and reviews and oversee preparation of all necessary reports for same.
- To assist with the development, regular update and continuous improvement of Group IMS policies and procedures.
- To monitor staff compliance with Group IMS policies and procedures.
- To conduct Quality, Safety and Environment (QSE) inspections and document same.
- To liaise with, organise, train and mentor team members to achieve identified outcomes.
- To manage continuous client contact and be readily available to respond to client issues.

Key achievements

Developed and implemented an induction program for all new staff and created additional training packs tailored to client specific detailed requirements.

Within first 2 months of employment, achieved 100% contract compliance for all documentation and reporting requirements for GPT Victorian assets.

**Regional Operations Manager**  
**The GPT Group / Lend Lease Property Management Aust (Pty) Limited**  
**September 2002 - March 2009 (The GPT Group internalised management during 2005)**

Role Purpose

- To ensure from a property operations perspective GPT/Lend Lease managed shopping centres are safe, secure and inviting.
- To maximise operational efficiency and increase return on investment whilst prudently managing risk.
- To ensure GPT's property operations obligations, as defined in the centre management agreements, are met.

Responsibilities / Principle Tasks

To oversee the property operations functions across a portfolio of centres in Victoria, ACT, Northern Territory and Western Australia in the areas of:

- Administration
- Authority & statutory requirements
- Best practice
- Capital expenditure (CAPEX) forecasting and management
- Contracts & contractor management
- Communication
- Development
- Essential services
- Financial management
- Human resources and training
- Information technology
- Insurances
- Legal
- Occupational health & safety
- Operating expenses (OPEX) forecasting and management
- Policies and procedures
- Resources (energy, water and waste) management
- Risk management, and
- Tenancy delivery

Across my portfolio of assets, I was responsible for overseeing the preparation and management of over \$78m of Operating Expenses (OPEX), and on average, around \$15m of Operational CAPEX.

Assets over the 7 years included Melbourne Central (VIC), Highpoint (VIC), Greensborough Plaza (VIC), Dandenong Plaza (VIC), Parkmore (VIC), Chirnside Park (VIC), Maribyrnong Homemaker, Woden Plaza (ACT), Casuarina Square (NT) and Floreat Forum (WA).

#### Key achievements

Developed the Operating Expenses Benchmarking Workbook, which became a fundamental tool for the development teams when forecasting post development OPEX.

Created and prepared the Operating Expenses Forecasting Guidelines which were issued to all centres nationally. This tool was created for the centres to assist with more detailed budgeting and forecasting in line with national business plan objectives, and utilized by the regional/divisional managers to understand any movements across each quarter and the expenses driven nationally.

#### **Assistant Centre Manager Lend Lease Property Management Aust (Pty) Limited June 1999 - September 2002**

This role encompassed the roles of both Retail Manager and Property Manager at Dandenong Plaza (2001-2002) and Chirnside Park Shopping Centre (1999 – 2001, under development)

#### Key responsibilities included:

- Establishing outgoings estimates and managing these budgets and forecasts
- Preparing and submitting Capital expenditure forecasts, managing and identifying works
- Providing input into the Business Plan preparation, presentations and review
- Completing contractor inductions, daily asset liability inspections, OHSE meetings, Emergency Evacuation co-ordination
- Completing measurement of contractor performance and review meetings with National Contracts Managers
- Managing the Tenancy Delivery Process by co-ordinating shop fitters, conducting on site inspections, completion of defects reports and co-ordinating approvals with Council and Authorities
- Completing and managing repayment plans, retailer meetings relating to outstanding debt, issuing letter of demand/legal process for owner operators
- Preparing reports and meeting with key stakeholders and team members on an as needs basis
- Assisting centre with completing specialty store leasing deals
- Completing casual leasing deals, collection of payment and management of tenants
- Completing negotiations of rental for storage space
- Timely processing of all property related invoices and authorisation of other department invoices
- Establishing and maintaining relationships with centre retailers

#### Key achievements

Seeking to find an alternative to 'operational' solutions for major youth issues within Dandenong Plaza, I developed a new strategy to deal with the cultural conflicts within the centre. Working closely with local youth workers I initiated a number of changes to the way the centre had traditionally dealt with these issues and also developed 'The Urban Talent Quest' which created a forum for the youth to battle it out in a different sense. This event was a huge success and became an annual event, largely due to its popularity and the noticeable positive change in behavior of the youth sharing the environment. This was a turning point for the centre at a very challenging time. The event has received a Shopping Centre News award in recognition of these achievements.

#### **Marketing Manager - Chirnside Park (centre under development) Lend Lease Property Management Aust (Pty) Limited September 1998 - June 1999**

The key responsibility for this role was to maintain centre trading during a major development by ensuring the community and trade areas were kept up to date with retailer movements and staged development openings, and running with a strategic centre marketing plan focusing on campaigns targeted at increasing centre visitation and spend. Both during and post development the role purpose was to identify centre position in the market, complete competitor analysis and review, provide 2 year sales forecasts for existing tenancies and provide and maintain a comprehensive marketing plan and budget. Tenant liaison and guidance with retailer specific marketing campaigns was of course a major part of this role.

## Key achievements

Successfully delivered strategic development marketing plan within budget and achieved forecasted sales and traffic throughout entire development phase. Chirnside Park became the second highest productive sub-regional shopping centre in Australia.

### **Marketing Services Manager - Greensborough Plaza (centre under development)**

**Lend Lease Property Management Aust (Pty) Limited**

**June 1995 - September 1998**

### **Marketing Assistant - Parkmore Shopping Centre (centre under development)**

**Growth Equities Mutual & Lend Lease Property Management Aust (Pty) Limited**

**June 1994 - July 1995**

### **Marketing Assistant - Whitehorse Plaza**

**Susan Property Group**

**October 1992 - June 1994**

## **ADDITIONAL TRAINING**

Management Systems Auditor/Lead Auditor – November 2011

Quality Management Systems – November 2011

Corrum Institute of Training, Estate Agents Licence, 2007

Franklin Covey, 7 Habits of Highly Effective People, 2006

Noel Arnold & Associates, Property Risk Management Course, 2006

Personnel Decisions International, Behavioural Interview Training, 2006

VECCI (Victorian Employee Chamber of Commerce Industry), Red Card Training, 2004

Various Industry Training Courses (business management, retail management, real estate & property), 1996 – current

## **SKILLS**

Highly proficient in the use of Excel, Word and PowerPoint

## **REFEREES**

Available on request