



Job Description

Head of Property Sales and Rentals

Document Control

Position Title: Head of Property Sales and Rentals

Department: Property Sales and Rentals

Reports To: Chief Executive Officer (CEO)

Version: 1.0

Job Overview

The Head of Property Sales and Rentals is responsible for managing Grand Royale Group's portfolio of residential, commercial, and hospitality properties, including hotel residences, serviced apartments, and event venues. This role oversees property sales, leasing operations, client relations, and investment performance. The position ensures that all transactions, contracts, and asset management activities align with the Group's luxury brand standards, financial goals, and legal compliance requirements.

Key Responsibilities

Property Sales & Leasing Operations

- Oversee property sales, leasing, and management of residential and commercial assets.
- Develop strategies to maximise occupancy, yield, and asset value.
- Lead property marketing initiatives in collaboration with the Marketing team.
- Ensure seamless communication and coordination with buyers, tenants, and legal partners.

Client Relationship Management

- Build and maintain relationships with investors, real estate agents, and corporate clients.
- Provide high-level customer service throughout the property sales and leasing lifecycle.
- Manage negotiations, offers, and contract settlements with professionalism and transparency.





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- Represent Grand Royale Group in property exhibitions and investment forums.

Financial Performance & Reporting

- Develop and manage annual budgets, forecasts, and performance reports.
- Monitor revenue streams, rental yields, and sales performance against targets.
- Collaborate with the Finance team on pricing, valuation, and investment analysis.
- Ensure accuracy and timeliness in financial reporting and asset tracking.

Legal, Compliance & Risk Management

- Ensure compliance with property, tenancy, and real estate legislation.
- Manage contracts, leases, and sales agreements in collaboration with Legal and Compliance.
- Oversee due diligence, property inspections, and WHS requirements.
- Mitigate operational and financial risks through proactive management.

Team Leadership & Development

- Lead and mentor the property sales and leasing team to achieve performance goals.
- Provide training on customer service, compliance, and negotiation skills.
- Promote a culture of accountability, teamwork, and excellence.
- Conduct performance appraisals and establish growth pathways for team members.

Qualifications and Experience

- Bachelor's degree in Real Estate, Property Management, or Business (mandatory).
- Real Estate Agent or Licence holder under Australian property regulations preferred.
- Minimum 8 years' experience in property sales, leasing, or asset management.
- Experience managing both residential and commercial property portfolios.
- Proven success in achieving sales targets and maintaining client satisfaction.





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Skills and Competencies

- Strong sales, negotiation, and networking skills.
- Sound knowledge of property law, contracts, and compliance standards.
- Financial acumen and data-driven decision-making.
- Excellent interpersonal and presentation skills.
- High attention to detail and ability to manage multiple priorities.

Working Conditions

This is a full-time leadership position based in Gold Coast, Queensland, with regular site visits to properties and project locations. The role may involve weekend or after-hours work to meet client schedules and attend property events or exhibitions.

Key Performance Indicators (KPIs)

- Achievement of sales and rental revenue targets.
- Occupancy and tenant retention rates.
- Compliance with legal and regulatory standards.
- Client satisfaction and referral metrics.
- Accuracy of financial and operational reporting.

Company Values and Culture

Grand Royale Group is driven by excellence, integrity, and innovation in every property transaction. The organisation fosters a culture of professionalism, transparency, and client care. The Head of Property Sales and Rentals plays a key role in maintaining these values through ethical leadership and exceptional customer service.

Career Path

This role provides progression opportunities into senior executive roles such as Director of Real Estate Operations or Group General Manager within Grand Royale Group or across the broader hospitality and property sectors.

