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London, Ontario is a growing and vibrant city. Our municipality is home to almost 500,000 residents, and welcomes all to live, work and play. Our employees take pride in working for a well-run city that offers exceptional amenities, services and programs for our residents. Londoners love our urban trails, outdoor parks and events, recreation programs and our thriving arts, music and culture scene!

The City of London has implemented the Anti-Racism and Anti-Oppression (ARAO) division with the mandate to create and sustain action-focused, positive, and lasting systemic change in the City of London so that race or membership in an equity-denied group does not predict one’s access to opportunities or ability to engage whole heartedly in the London community. To learn more about The City of London’s commitment to Anti-Racism and Anti-Oppression, visit the [ARAO website](#).

The City of London wants you to #JOIN THE TEAM. Visit our career webpage to learn more about London and the [Top Reasons to work for the City of London](#).

Title: Manager, Realty Services–PB554

Job Close Date: June 26, 2025

File Number:	2539	Employee Group:	Mgmt Non Union
Service Area:	Finance Supports	Division:	Realty Services
Job Type:	Full-Time Permanent	# of Openings:	1

Summary of Duties:

Reporting to the Director, Realty Services, the Manager, Realty Services supports the work of the Division by coordinating and managing a broad range of realty service-related activities and strategies, conducting financial reviews, transaction management, and leading negotiations and policy development.

Work Performed:

- Provide leadership in the coordination and delivery of projects and initiatives that contribute to the implementation of strategic initiatives for Realty Services to meet Council’s Strategic Plan.
- Responsible for managing employees including hiring, coaching, administration, and performance of reporting employees. Respond to sensitive and confidential human resource issues as required.
- Provide leadership in the execution and delivery of services and programs in the following areas of accountability:
 - Manage the day-to-day activities and provide direction to the staff in the Realty Services Division to obtain objectives and goals of the Service Area and Division.
 - Lead complex negotiations for the purchase and sale of property rights on behalf of the City.
 - Recommend the purchase of property for the Corporation and the sale and rental of corporately owned property, including expropriation proceedings where necessary.
 - Provide management oversight over City-owned rental properties, and City-owned industrial parks.

- Manage the coordination of in-house property appraisals and the procurement of external independent appraisals where required in connection with the purchase and sale of property by the Corporation and in relationship to the assessment review function.
- Provide oversight and approval to divisional administrative activities.
- Liaise with senior members of the Civic Administration on Real Estate Matters.
- Attend Hearing of Necessity and Local Planning Appeal Tribunal hearings related to expropriation matters and provide instructions to legal counsel.
- Demonstrate commitment to anti-racism, anti-oppression, and human rights through interactions with community partners, employees and individuals and implementation of policies, programs and protocols that reflect this commitment.
- Demonstrate commitment and adherence to health and safety legislation and programs; and actively promote a culture of safety with direct reports.
- Provide updates, information and recommendations to the Director, Realty Services on priorities with responsibility to operationalize identified goals and strategies.
- Identify, recommend and lead internal controls in the form of policies, procedures, practices in relation to the general and specific risks of the Corporation; ensure internal controls are implemented, monitored and reported on specific to the Division.
- Promote and foster working relationships with employees and bargaining units to provide a fair and consistent application of provisions within the collective agreement.
- Liaise with unions on issues that affect bargaining unit employees and represent the unit at mediation and arbitration proceedings as required.
- Encourage and support employee participation and commitment to individual, divisional, and organizational objectives. Actively mentor, provide development opportunities and build a high-level team performance with direct reports.
- Engage in opportunities to work across Divisions and Service Areas in support of enterprise-wide collaboration related to real estate and property management.
- Prepare reports for Council and various Committees as required.
- Identify, recommend, adapt and implement innovative, effective and efficient work practices and procedures to improve service delivery and the business responsibilities of the team.
- Implement strategies to track performance measures for Unit deliverables, using appropriate data collection and analytics.
- Adhere to the Procurement of Goods and Services Policy; includes the responsibility of delegation of procurement initiation approval authority and delegation of approval authority for professional consulting services as per policy amounts.
- Provide input to the development of the annual operating budget for Realty Services.
- Attend and make presentations to City Council, and Standing Committees as required.
- Prepare responses to inquiries from elected officials, media and the public as requested by the Director, Realty Services.
- Represent the Division on the various boards and committees of external organizations, associations and government partners to promote the City of London as a leader, share best practices, build relationships, and recommend solutions as required.

- Perform related duties as assigned.

Skills and Abilities:

- Demonstrated knowledge and experience property management and real estate with an understanding of the area's programs and services and how the work of the area aligns with the objectives of the Division.
- Advanced negotiation skills. Ability to motivate and influence others in situations requiring cooperation and consensus.
- Demonstrated advanced analytical and business planning skills with a proven track record for effectively implementing and monitoring programs and services.
- Demonstrated positive and proactive leadership capabilities, adept at leading a group of employees, contracted services and consultants; demonstrated commitment to developing high performance teams.
- Demonstrated ability to inspire the people they lead through productive and honest dialogue, with personal integrity and actions.
- Ability to be a trusted advisor and/or advocate in sensitive and/or emotionally charged situations.
- Demonstrated perseverance and resilience in addressing and escalating as required, challenges and emergent issues.
- Proven commitment to the safety of employees with knowledge of the Occupational Health and Safety Act and applicable regulations as it relates to the position.
- Ability to provide a high level of attention to detail, make sense of data and solve problems.
- Highly developed interpersonal and customer services skills, including conflict resolution and problem solving; demonstrated ability to effectively communicate with diverse populations within the community; experience working collaboratively with organizations, clients, and other individuals. Political acumen to identify and manage issues.
- Strong presentation and facilitation skills, consulting and strategic planning skills.
- Ability to understand the importance of service delivery; implement initiatives that support the section's customers in a timely and effective way.
- Computer literacy in Microsoft Office, and related software and database applications.

Qualifications:

- Completion of a University Degree in Business Administration, Real Estate, Property Management or in a relevant area of study or equivalent combination of education and related professional and lived community experience.
- Five to seven years related experience in property management, negotiations and appraisals including management responsibilities.
- Member in good standing in the Appraisal Institute of Canada and either membership in the Institute of Municipal Assessors of Ontario or the International Right-of-Way Association or equivalent.
- Valid Class G drivers licence required.

Compensation & Other Information:

\$100,395 – \$131,441

This posting is for 1 permanent, full-time position.

Current hours of Work: Monday – Friday from 8:30 a.m. to 4:30 p.m.

Work Arrangement: Hybrid.

These hours of work and work arrangements are subject to change in accordance with business requirements.

Police Record Check

The successful candidate will be required to complete a Criminal Record Check.

As an inclusive employer, we are committed to providing a fully accessible recruitment process. Please contact us at any time during the recruitment process and let us know what accessible supports you may need.

Phone: 519-661-4930, TTY: 519-661-4889, Email: mycareer@london.ca.

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