

Head of Property Management: Department Leadership

Run a property management department as a profitable business, not a rescue mission.

VERTICAL

Property Managers

LEVEL

Advanced

DURATION17 hours · 6 modules · 35
lessons**MODULES**

6

Programme overview

Built for department heads, senior property managers stepping up, and principals who own the rent roll but no longer touch every file. Covers portfolio structure and pod vs portfolio models, workload and capacity planning, recruiting and retaining property managers in a tight labour market, burnout and psychological safety, arrears and compliance oversight, tribunal escalation management, rent-roll retention and landlord win-back, department profitability and fee structures, systems and workflow audits, and reporting to the principal in numbers that survive scrutiny.

What you'll master

- 01 Choose between a pod model and a traditional portfolio model based on your rent roll size and staff mix.
- 02 Set a defensible property-to-PM ratio and rebalance portfolios without wrecking landlord relationships.
- 03 Run a capacity plan that flags overload before a PM quits, not after.
- 04 Build a recruiting funnel and 90-day onboarding plan specific to property management, not sales.
- 05 Recognise early burnout signals and run a psychological safety check-in that actually surfaces problems.
- 06 Design an escalation ladder so a PM knows exactly when to hand a file to you.
- 07 Audit arrears, routine inspection and compliance performance across a portfolio without micromanaging every file.
- 08 Manage a complaint through to tribunal without exposing the agency or the PM personally.
- 09 Read rent-roll churn data and run a landlord win-back process that actually recovers lost management.
- 10 Report department performance — PM EBITDA, per-property revenue, churn, compliance — to a principal in a single page.

Skill focus

- Portfolio & Capacity Design
- Recruiting & Retention
- Wellbeing & Escalation
- Compliance Oversight
- Rent-Roll Growth & Retention
- Department Economics & Reporting

The syllabus

6 modules · one standard

I. 01 · Portfolio Structure & Capacity Planning

5 LESSONS

01	Pod model vs traditional portfolio model	masterclass · 14 min
02	Setting a defensible property-to-PM ratio	masterclass · 13 min
03	Running a monthly capacity plan	masterclass · 13 min
04	Rebalancing portfolios without losing landlords	reading · 13 min
05	Knowledge check: Portfolio & Capacity	quiz · 4 min

II. 02 · Recruiting, Onboarding & Retaining Property Managers

6 LESSONS

01	Recruiting property managers in a tight market	masterclass · 13 min
02	A property-management-specific 90-day onboarding plan	masterclass · 14 min
03	Retention: career pathing and recognition beyond pay	masterclass · 13 min
04	A strong PM hands in their resignation over workload	scenario · 10 min
05	Running exit interviews that actually change the department	reading · 12 min
06	Knowledge check: Recruiting & Retention	quiz · 4 min

III. 03 · Burnout, Escalation & Psychological Safety

6 LESSONS

01	Recognising burnout before it becomes a resignation	masterclass · 13 min
02	Running a psychological safety check-in that surfaces real problems	masterclass · 13 min
03	Designing an escalation ladder for difficult files	masterclass · 14 min
04	A previously reliable PM starts missing deadlines	scenario · 10 min
05	Structuring after-hours support without burning out your seniors	reading · 12 min
06	Knowledge check: Burnout & Escalation	quiz · 4 min

IV. 04 · Arrears, Routine Inspections & Compliance Oversight

6 LESSONS

01	Building a compliance oversight dashboard	masterclass · 13 min
02	A defensible arrears escalation process	masterclass · 13 min
03	Routine inspections and statutory certificate compliance	masterclass · 13 min
04	A PM has been backdating inspection reports	scenario · 10 min
05	Running a quarterly compliance audit	reading · 12 min
06	Knowledge check: Compliance Oversight	quiz · 4 min

V. 05 · Complaint Escalation, Tribunal Management & Rent-Roll Retention

6 LESSONS

01	Managing a complaint before it becomes a tribunal matter	masterclass · 13 min
02	Preparing for and managing a tribunal hearing	masterclass · 14 min
03	Analysing rent-roll churn and its real causes	masterclass · 13 min
04	A landlord threatens to leave after a maintenance delay	scenario · 10 min
05	Running a landlord win-back process	reading · 12 min
06	Knowledge check: Complaints, Tribunal & Retention	quiz · 4 min

VI. 06 · Department Profitability, Systems & Reporting to the Principal

6 LESSONS

01	Fee structures and what actually drives department profitability	masterclass · 14 min
02	Benchmarking per-property revenue and department efficiency	masterclass · 13 min
03	Auditing systems, automation and workflow	masterclass · 13 min
04	Reporting department performance to the principal	reading · 13 min
05	The principal pushes back on a proposed new PM hire	scenario · 10 min
06	Knowledge check: Profitability, Systems & Reporting	quiz · 4 min

Important — non-accredited training

The Agent Academy is not a Registered Training Organisation (RTO). This program is professional development designed for elite outcomes and earning potential; it does not issue nationally accredited qualifications, statements of attainment or units of competency. Content is built around real industry practice — completion does not satisfy licensing or registration requirements in any Australian state or territory.

For state licensing pathways (Certificate of Registration in NSW, Agent's Representative in VIC, and equivalents), see theagentacademy.org/licensing. Complete your state requirement first — then train with us.