

POSITION DESCRIPTION

Position details

Position Title	Assistant Facilities Manager (Porirua)
Team/Branch/Group	Facilities/Property & Facilities/Finance & Performance
Location	Wellington, Auckland and Christchurch
Date	October 2017

Our purpose

Our purpose is to grow the New Zealand economy to provide a better standard of living for all New Zealanders. To achieve this, we need a strong, high performing economy, where for example, people (workers, consumers and investors) are protected and aware of their rights and obligations; and the integrity of the environment is maintained.

As one of New Zealand's largest government agencies, the work we do impacts the lives of all New Zealanders. We work to increase household incomes by helping businesses to be more productive and internationally competitive, increasing opportunities for all New Zealanders to participate in the economy through improved job opportunities, and by ensuring quality housing is more affordable.

This is all echoed in our Māori identity – Hikina Whakatutuki – which broadly means “lifting to make successful”.

How we work

Our aspiration is that MBIE is a great place to work where great work gets done.

We believe in harnessing the potential of our people and the diverse skills and life experiences they bring to MBIE.

Our targets are challenging and require us to work with others, and across the Ministry (making the most of our size and scope).

Our people will need to adopt a generous disposition and actively seek out opportunities to be purposely collaborative across MBIE. This means asking ‘why not?’ instead of ‘why?’, and leveraging off the collective that is MBIE in the pursuit of goals that stretch right across teams, branches and groups.

We work across government, and New Zealand, in a way that enables us to expand and deepen our understanding of businesses and markets. We use our extensive presence across New Zealand and around the world to make and leverage domestic and global connections.

With our Crown entity partners we work collaboratively with other government agencies; local government; businesses; industry, sector, union and employer groups; consumer groups; Māori leaders; and scientists to develop and deliver fit-for-purpose policy, services, advice and regulation that support people, businesses, communities and regions to be successful.

As the lead agency for providing government services for business, we are focussed on making it easier for business to interact with government.

Our character

Shape We shape the agenda by challenging the status quo, and by generating and adopting new ideas, to bring those ideas to life.

Collaborate	We support each other, engage early and proactively partner in pursuit of shared goals.
Deliver	We have a can do attitude, take ownership, act with purpose, urgency and discipline, take calculated risks, celebrate success and learn as we go.

Our structure

The Ministry comprises around 3,200 staff operating in New Zealand with a further 400 staff in overseas locations.

The Ministry has seven business groups: Building, Resources and Markets; Corporate, Governance and Information; Finance and Performance; Immigration New Zealand; Labour, Science and Enterprise; Market Services; and the Office of the Chief Executive.

The Facilities Manager position reports into the Head of MBIE Property in the Finance and Performance business group.

The functions in this group are:

- Payroll
- Business Group Finance
- Strategic Finance
- Finance Controller
- Finance Practice and Performance
- Planning and Performance
- Property
- MBIE Procurement and Projects.

Position purpose

A team member position in MBIE, the Assistant Facilities Manager will bring their business understanding and perspective to work in partnership with their manager and other staff.

The Assistant Facilities Manager works in partnership with managers and staff at their location and is responsible for the provision of advice, assistance and services related to their particular location facilities. This includes organising building maintenance, security access, relocations, mailroom, courier, and managing MBIE's vehicle fleet. The Assistant Facilities Manager is responsible for ensuring quality and consistency of advice and practices in relation to their contribution to the team's work.

The specific requirements will vary across the different locations where this position is based (Wellington, Auckland and Christchurch) but these will be broadly similar and within the scope expected of this position. Specific to the position based at Grand Central Building in Christchurch, this will vary slightly as there are 3 government agencies located there (MBIE, DOC and MSD). Specifically, this position will:

- Contribute to the implementation of Facilities Management Strategies and support business outcome for Grand Central Building staff by delivering cost effective and high quality advice, products and services consistent with MBIE's Property Business Plan.
- Liaise between internal and external stake holders in matters regarding Facilities Management and to contribute to or manage small projects when required.
- Ensure current and future facility needs for site occupants are fit for purpose, meet business needs and comply with all legislative and internal requirements.

Key relationships

- Suppliers of goods and services
- Landlord and key external stakeholders
- All managers and staff in MBIE
- Managers and staff in the location where the role is based (at Christchurch this will include regular contact with managers and staff from DOC and MSD who are co-located there)

Key accountabilities and deliverables

Responsibilities of this position are expected to change over time as the Ministry responds to changing needs. The incumbent will need the flexibility to adapt and develop as the environment evolves.

Key accountability or deliverable	Indicators of success
Critical areas of success <i>Delivers quality results which contribute to the Ministry's outcomes</i>	<p>The Assistant Facilities Manager will be required to deliver results in the following areas:</p> <ul style="list-style-type: none"> • Contributing to the day to day work of the team. This will include: <ul style="list-style-type: none"> – Managing facilities in relation to accommodation and property used to execute Ministry business including day to day contracts for maintenance, energy and cleaning. – Ensuring all facilities management incidents and building maintenance requests are logged and managed with relevant contractors, in line with agreed standards and timelines. – Maintaining fire and health and safety standards and practices, including checking, ordering and restocking civil defence supplies. – Inputting and maintaining any systems required such as security systems. – Check and code invoices and reconcile statements. – Act as a Floor Warden and member of the Health and Safety Committee. – Induction of contractors in terms of MBIE's Health and Safety Requirements. – Coordinate First Aid Training. – Arrange relocation of staff and furniture. Organise furniture for staff. – Complete minor fit outs. – Administer carparks. – Manage building security and ensure risks are minimised. Report on security incidents. – Issue and carry out amendments on security and staff identification cards. – Police overdue cards and ensure security data bases are up to date. – Maintain floor plans. – Assist with management of Facility Managements' contract relationships, including the overall performance of contract providers and budgets to establish value for money, effectiveness of delivery and adherence to contractual terms and conditions, providing recommendation reports when contracts are due for renewal. – Arrange building related insurance claims and liaise with insurers on claims. – Communicate Facility Managements' policies and procedures ensuring all relevant staff fully understand them and their impacts. – Other duties as required to assist in the smooth running of the facilities work flow and frontline services.

Key accountability or deliverable	Indicators of success
	<ul style="list-style-type: none"> • Delivery of facilities management services, products and programmes that actively support and contribute to the achievement of the Ministry's outcomes and that deliver to the needs of internal and external stakeholders
Customer focus <i>Delivers a targeted service to internal and external stakeholders. Works to a high standard and always looks for ways to do things better</i>	<ul style="list-style-type: none"> • Identifies the needs or expectations of customers • Treats internal customers with the same courtesies they would extend to external customers • Works hard to meet customer deadlines • Always looks to improve service • Maintains professionalism
Relationship Management <i>Manage constructive working relationships with work colleagues and external stakeholders to enhance understanding and co-operation needed to achieve desired results</i>	<ul style="list-style-type: none"> • Participates as an active team member and contributes knowledge and expertise needed to achieve MBIE's outcomes • Develops effective working relationships with other MBIE managers and staff in order to transfer knowledge and learning from the team to the wider organisation • Builds and maintains effective relationships and partnerships with internal and external stakeholders, as necessary, in order to identify and share best practice information and to promote the Ministry, its products and services • Represents whole-of-Ministry views and protects its reputation in any external interactions
Action oriented <i>Takes responsibility for own work, recognises opportunities and acts with a minimum of direction</i>	<ul style="list-style-type: none"> • Takes responsibility for own work • Self-starter • Seeks input if required • Recognises and acts on opportunities
Self-Management <i>Takes responsibility for own behaviour and is open to development</i>	<ul style="list-style-type: none"> • Models positive behaviours • Models the desired values and culture of the organisation • Willingly shares knowledge, expertise and within the team and with others in the organisation. • Acts with honesty and integrity • Welcomes feedback and is receptive to input from others
Competencies	
Cultivates Innovation	Shape the agenda, creating new and better ways for the organisation to be successful, by <ul style="list-style-type: none"> • Coming up with useful ideas that are new, better or unique • Challenging the status quo • Introducing new ways of looking at problems • Generating and adopting new and creative ideas, and putting them into practice • Encouraging diverse thinking to promote and nurture innovation
Nimble Learning	Actively learn through experimentation when tackling new problems, using both successes and failures as learning fodder, by <ul style="list-style-type: none"> • Learning as we go, when facing new situations • Experimenting to find new solutions • Taking on the challenge of unfamiliar tasks • Extracting lessons learned from failures and mistakes • Being flexible and responsive to changes in requirements • Identifying personal learning opportunities • Finding own solutions where possible
Collaborates	Support others, building partnerships and working collaboratively with others to meet shared objectives, by: <ul style="list-style-type: none"> • Working co-operatively with others across MBIE, the public sector and external

	<p>stakeholder groups to achieve shared objectives</p> <ul style="list-style-type: none"> • Balancing competing interests and priorities appropriately and in line with MBIE's priorities • Identifying, engaging early and partnering with relevant stakeholders to get work done • Crediting others for their contributions and accomplishments • Gaining trust and support of others. • Addressing behaviours that do not align with our culture • Seeking and respecting the views and opinions of others • Providing timely and helpful information to others across the organisation
Customer Focus	<p>Build strong customer relationships and delivering customer-centric solutions, by</p> <ul style="list-style-type: none"> • Gaining insights into customer needs • Delivering quality, accurate, timely service and customer focussed solutions • Identifying opportunities that benefit the customer and will improve service delivery • Building and delivering solutions that meet customer expectations • Establishing and maintaining effective customer relationships • Pro-actively partnering in pursuit of shared goals. • Actively seeking and responding to customer feedback
Action Oriented	<p>Take on new opportunities and tough challenges with purpose, urgency and discipline, by</p> <ul style="list-style-type: none"> • Readily taking ownership and action on challenges, without unnecessary planning, and being accountable for the results • Identifying and seizing new opportunities • Displaying a can-do attitude in good and bad times, and celebrating success • Stepping up to manage tough situations and encouraging my colleagues to do the same
Decision Quality	<p>Make good and timely decisions that keep the organisation moving forward, by</p> <ul style="list-style-type: none"> • Making sound decisions, even in the absence of complete information • Relying on an appropriate mix of analysis, wisdom, experience and judgement to make valid and reliable decisions • Considering all relevant factors and using appropriate decision-making criteria and principles, taking calculated risks where required • Recognising when a quick 80% solution will suffice, and when it will not • Analysing information to make effective decisions in order to improve performance
Organisational commitment and public service	<p>Role models the standards of Integrity and Conduct for the State Services Contributes to the development of, and helps promote and builds commitment to MBIE's vision, mission, values and services, by</p> <ul style="list-style-type: none"> • Willingly undertaking any duty required within the context of the position • Managing own personal health and safety, and takes appropriate action to deal with workplace hazards, accidents and incidents • Understanding Equal Employment Opportunities (EEO) principles and the application of these to MBIE • Complying with all legislative requirements and good employer obligations

Personal specifications

Skills and Experience

- Good understanding and knowledge of property and procurement systems
- Facilities and administrative experience
- Highly developed customer service skills and the ability to impart these to others
- Ability to quickly build strong working relationships with a wide variety of people
- Can do attitude and a level of initiative, sound judgement and discretion
- Excellent communication and listening skills
- Proven ability to develop trust and credibility with managers and staff
- Experience in, or aptitude for coaching, guiding and training others

Qualifications

- A qualification in property management or comparable relevant experience in facilities management

