# Ministry of Social Development logo

# Facilities Management Officer

# Commercial Operations Group

# Our purpose

**Manaaki tangata, Manaaki whānau**

We help New Zealanders to be safe, strong and independent

## Our commitment to Māori

As a **Te Tiriti o Waitangi** partner we are committed to supporting and enabling Māori, whānau, hapū, Iwi and communities to realise their own potential and aspirations.

## Our strategic direction



## Our Values



## Working in the Public Service

Ka mahitahi mātou o te ratonga tūmatanui kia hei painga mō ngā tāngata o Aotearoa i āianei, ā, hei ngā rā ki tua hoki. He kawenga tino whaitake tā mātou hei tautoko i te Karauna i runga i āna hononga ki a ngāi Māori i raro i te Tiriti o Waitangi. Ka tautoko mātou i te kāwanatanga manapori. Ka whakakotahingia mātou e te wairua whakarato ki ō mātou hapori, ā, e arahina ana mātou e ngā mātāpono me ngā tikanga matua o te ratonga tūmatanui i roto i ā mātou mahi.

In the public service we work collectively to make a meaningful difference for New Zealanders now and in the future. We have an important role in supporting the Crown in its relationships with Māori under the Treaty of Waitangi.  We support democratic government. We are unified by a spirit of service to our communities and guided by the core principles and values of the public service in our work.

## The outcomes we want to achieve

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| --- | --- | --- |
| New Zealanders get the support they require | New Zealanders are resilient and live in inclusive and supportive communities | New Zealanders participate positively in society and reach their potential |

## We carry out a broad range of responsibilities and functions including

* Employment, income support and superannuation
* Community partnerships, programmes and campaigns
* Advocacy for seniors, disabled people and youth
* Public Housing assistance and emergency housing
* Resolving claims of abuse and neglect in state care
* Student allowances and loans

## **He whakataukī\***

|  |  |
| --- | --- |
| Unuhia te rito o te harakeke  Kei hea te kōmako e kō?  Whakatairangitia, rere ki uta, rere ki tai;  Ui mai ki ahau,  He aha te mea nui o te ao?  Māku e kī atu,  He tangata, he tangata, he tangata\* | If you remove the central shoot of the flaxbush  Where will the bellbird find rest?  Will it fly inland, fly out to sea, or fly aimlessly;  If you were to ask me,  What is the most important thing in the world?  I will tell you,  It is people, it is people, it is people |

\* We would like to acknowledge Te Rūnanga Nui o Te Aupōuri Trust for their permission to use this whakataukī

## Position detail

The primary role of the Facilities Management Officer is to ensure the provision of high-quality facilities management services across ministry (MSD) occupied properties.

The role involves providing solution focused support and advice to ensure the provision and maintenance of products and services to support operations relating to facilities management.

The role has a strong focus on relationship management with both staff and contractors, assisting to ensure targets are met, effective processes are in place and documented, planning and supporting the Workplace Services team.

### Location

National Accounting Centre, Rotorua

### Reports to

Team Manager, National Accounting Centre

## Key responsibilities

### Facilities Management

* Ensure quality provision and maintenance of products and services to support operations, including end to end management of facilities jobs.
* Ensure requests are validated, quoted, and assigned in accordance with MSD standards, contracts and Health, Safety and Security (HSS) legislation.
* Provide a high standard of facility management service, customer support and advice for all MSD occupied properties nationally.
* Build and maintain strong, effective working relationships with service providers and contactors.
* Ensure service providers and contractors understand and follow Ministry procedures in relation to contractor management and health and safety.
* Ensure escalation of maintenance and service issues are resolved promptly and the appropriate and agreed escalation processes are followed.
* Contribute to the planning for and delivery of facility management services.

### Facility Services

* Validating and approving (within delegation), Facility Management invoices ensuring the work completed aligns to the service requests, contracts, and delegations.
* Manage service provider invoices to ensure work completed aligns to the service requested and that there is compliance with the appropriate contract and delegations.
* Manage facility related financial services including rent payments, accruals, and recharge journals.
* Maintain accurate systems, database and records for all properties managed, to ensure it is available, easily accessible to enable timely decision making.

### Relationship management

* Effectively engages and works in partnership with the Workplace Services Team to ensure the delivery of high-quality Facilities services.
* Work collaboratively with MSD support staff, managers, and other stakeholders to ensure Facilities needs are met and paid for in a timely and efficient manner.
* Build and maintain collaborative relationships internally and externally to ensure effective sharing and flow of information.

### Systems

* Have expert knowledge of and provide support to users of the property management system including maintenance, upgrades, licence information, testing and user education.
* Proactively contribute to managing the relationship with the system owner and MSD stakeholders.

### Process Improvement and Continuous Improvement

* Work collaboratively with MSD support staff and the Workplace Services Team to understand challenges, identify opportunities, and implement process improvements in both Facility management and services.
* Contribute to relevant preventative maintenance programmes.
* Train and support MSD users in best practice and process / system changes.

### Information and Reporting

* Regularly monitor and report progress towards achievement of plans and against KPIs, including identifying and assessing trends in maintenance costs and frequency, age of jobs, types of job and completion of jobs and recommending appropriate actions.
* Maintain fact sheets and statistical information as required.
* Create and maintain contractor/repairs and maintenance documentation.

### Projects

* Participate in projects as directed by the manager by contributing to initiatives and providing advice that meets policy and standards.

## Embedding te ao Māori

* Embedding Te Ao Māori (te reo Māori, tikanga, kawa, Te Tiriti o Waitangi) into the way we do things at MSD.
* Building more experience, knowledge, skills and capabilities to confidently engage with whānau, hapū and iwi.

## Health, safety and security

* Understand and implement your Health, Safety and Security (HSS) accountabilities as outlined in the HSS Accountability Framework.
* Ensure you understand, follow, and implement all Health, Safety and Security and wellbeing policies and procedures.

## Emergency management and business continuity

* Remain familiar with the relevant provisions of the Emergency Management and Business Continuity Plans that impact your business group/team.
* Participate in periodic training, reviews and tests of the established Business Continuity Plans and operating procedures.

## Know-how

* Tertiary qualification and /or relevant equivalent experience.
* Proven experience delivering facilities management and services in a property environment.
* Sound knowledge of relevant legislation, regulations, policy and how they apply.
* Demonstrated customer service commitment, networking and relationship management.
* Strong experience in using IT and business applications and systems.
* Proven experience in using a financial management system (FMIS).
* Strong financial literacy – a demonstrated ability to assess and interpret financial records to meet legislation and knowledge of accounting principles.

## Attributes

* Strong problem resolution and decision-making skills – able to clearly identify problems, seek alternative solutions, identify risks and benefits, seek input from others and make sound recommendations and decisions based on these considerations.
* Problem complexity – identify and appropriately address complex issues in line with delegation.
* Flexible, adaptable, and pragmatic - ability to adapt to a busy and changing environment and take the initiative.
* Committed to customer service – strong client focus, understands the needs and aims to exceed expectations.
* Highly effective interpersonal and relationship management skills – able to establish, build and maintain effective working relationships with internal and external stakeholders at all levels, to adapt to meet the audience and build trust.
* Excellent written and oral communication skills – able to communicate clearly, concisely, and effectively, adapting communication style to the needs of the audience.
* Strong organisational skills – able to plan, organise and self-manage workloads.
* Welcomes and values diversity and contributes to an inclusive working environment where differences are acknowledged and respected.

## Key relationships

### Internal

* National Accounting Centre staff and Managers
* Staff and Budget managers across MSD and hosted agencies
* Workplace Services Team
* Other members of the Commercial Operations group
* Finance group, including Financial Analysts.

### External

* Service providers and Contractors
* Other Government Agencies, including those receiving shared services
* Relevant professional bodies

## Other

### Delegations

* Financial – Yes – Delegation to commit funds up to $2000
* Human Resources - No

### Direct reports - No

### Security clearance - No

### Children’s worker - No

Limited adhoc travel may be required

**Position Description Updated:** March 2022