

<b>POSITION TITLE:</b>	Facilities and Maintenance Coordinator		
<b>GROUP:</b>	Corporate Services	<b>SECTION:</b>	Corporate Support
<b>REPORTS TO:</b>	Corporate Asset and Support Lead		
<b>RESPONSIBLE FOR:</b>	NA		
<b>FAMILY:</b>	OS8	<b>GRADE:</b>	12
<b>DATE REVIEWED:</b>	May 2024	<b>JOB NUMBER:</b>	

#### HBRC STRATEGY

##### Our Vision:

We want a healthy environment and a resilient and prosperous community.

##### Our Purpose:

We work with our community to protect and manage the region's precious taonga of rivers, lakes, soils, air, coast and biodiversity for health, wellbeing and connectivity.

##### Our Values:

- **Partnership and Collaboration:** We work with our community in everything we do
- **Accountability:** We hold ourselves to account to deliver results, be responsive to community expectations, and the best use of ratepayers' funds and assets
- **Transparency:** We report on what we do and the value this delivers for our community
- **Excellence:** We set our sights and expectations high, and never stop striving to do better

##### Our Focus:

- **Water quality, safety and climate-resilient security** ~ *Te kouniga o te wai, te haumarutanga me te mārohirohi ā-āhuarangi o te whakamarutanga.*
- **Climate-smart and sustainable land use** ~ *Kia koi, kia toitū hoki te whakamahinga o te whenua.*
- **Healthy, functioning and climate-smart biodiversity** ~ *kio ora, kia āhe, kia mārohirohi ā-āhuarangi hoki te rereanga rauropi.*
- **Sustainable and climate-resilient services and infrastructure** ~ *kia toitū, kia mārohirohi ā-āhuarangi hoki ngā ratonga me ngā hanganga ā-whare.*

#### POSITION SUMMARY

The role of Facilities and Maintenance Coordinator supports the effective and efficient management of Council's property portfolio, alongside ensuring Council furniture and first aid supplies are maintained and fit for purpose. The role requires a collaborative approach, ongoing process improvement and proactive support to support the smooth running of HBRC. There is a component of health and safety and corporate sustainability that the role promotes across its function. The role will maintain facilities functions across all HBRC sites across the region including Dalton Street, Station Street, Wairoa, Central Hawke's Bay, Guppy Road and our Hastings CDEM site.

#### GROUP AND TEAM GOALS:

The Corporate Support team aims to provide customer excellence and essential business services to ensure staff have the support, resources and working environment that enables them to achieve their objectives. Corporate Support will focus on;

- Developing efficiencies, with sustainability, cost-effectiveness and quality of service as key drivers in decision making.
- Delivers professional and efficient customer service and administrative support to enable Regional Council staff to focus programme delivery.
- Provides a professional customer-centric contact centre and mail service.
- Manage the HBRC fleet and EROADS ensuring all vehicles are up to New Zealand safety standards and comply with HBRC Health and Safety practices. Undertake a regular review of fleet utilisation and provide reports to the executive.
- Ensure all staff have appropriate facilities and resources such as workstations, stationery and uniforms.
- Ensure all HBRC buildings and facilities align with HBRC Health and Safety Standards.
- Manage HBRC's catering and cafeteria requirements, including assisting with event facilitation.
- Maintains staff security, including visitor control and sign-in process.
- Coordinates staff travel and accommodation bookings.
- Manage building and facility maintenance through contractors.

## ORGANISATIONAL CONTEXT



## JOB SPECIFIC ACCOUNTABILITES

- Take ownership of the coordination of building maintenance across all HBRC facilities to ensure smooth and efficient operation across all sites.
- Provide innovative and solution-focused options to internal customers to ensure their facilities needs are met.
- Monitor and implement scheduled preventive maintenance across all HBRC office sites.
- Provide cost information for annual budget requirements relating to office facilities, highlighting any expected replacement equipment required.
- Build effective relationships with key staff at satellite offices, promoting clear channels for communication and supporting both staff and the efficient operation of office facilities.
- Take ownership of the 6-monthly evacuation process for all locations requiring a drill. Collaborate with the chief building warden (Corporate Asset and Support Lead) and Senior Advisor the designated Health, Safety and Wellbeing Advisor.
- Undertake 6-monthly building inspections to identify any maintenance or building health and safety issues that need to be addressed. Propose solutions for these and implement.
- Regularly meet with the lead person at each site to ensure all building works are being carried out to expected standards and meeting customer needs.

- Regularly check all furniture for serviceability, identifying needs for repairs or replacement and making appropriate arrangements.
- Prepare a regular report of building inspection outcomes for distribution to key internal stakeholders.
- Take ownership of the HBRC cleaning contract(s), ensuring contractors are appropriately managed and a high level of cleanliness is adhered to at all sites.
- Support the Corporate Asset and Support Lead to regularly review the safety and operability of facilities and relevant external contractor agreements.
- Manage the security system(s) across all sites, ensuring they are up to date. Take responsibility for managing swipe access allocation and withdrawal to ensure the integrity of the security is maintained to a high standard.
- Coordinate the measure up, ordering and installation of approved furniture items across council office facilities. In addition, coordinate the sale and removal of redundant items through the approved process.
- Organise annual first aid replenishment of fleet kits, and quarterly replenishment of building kits. Ensure vehicle fire extinguishers are replaced when required. Monitor and maintain as per Health and Safety legislation to ensure compliance.
- Take responsibility for ensuring annual 12A testing is completed at office sites for building warrant of fitness compliance.
- Maintain and update building warden lists, HBRC staff disability register and the warden emergency grab kit.
- Actively look for sustainable alternatives when procuring goods and services. Continually monitor processes to identify improvement opportunities for HBRC to enhance its service to internal stakeholders.
- Actively seek the best possible outcome from contracts and projects through regular comparison of the costs and benefits as they relate to facilities management.
- Reassess service contracts on a three yearly basis to ensure the suppliers are competitive and meet the environmental and sustainability values of HBRC.
- Support the induction process for new staff joining Council including arranging swipe access, alarm codes, providing an overview of evacuation procedures for the site, taking a copy of drivers licenses for the E-Roads database.
- Provide advice on office space solutions and layout plans to enable best utilisation of workplace footprints. Encourage proactive and innovative solutions to problems.
- Assist the FAST team with day-to-day fleet items including parking allocation, servicing, and pool car management.
- Provide requisition services for the Facilities Asset & Support Team in Tech One.
- Communicate effectively to staff to engage them in facilities projects and encourage their buy-in to processes concerning facilities.
- Reconcile incoming fleet and office maintenance accounts. Support the development of annual budget requirements relating to office facilities, highlighting any expected equipment replacement or preventative maintenance required

## FUNCTIONAL RELATIONSHIPS

### Internal

- Team members
- Executive Assistants
- New staff to HBRC

### External

- Consultants and contractors
- Government agencies and departments
- Local authorities
- Technical and legal professional
- External Suppliers

## COMMUNITY RELATIONSHIPS

Fostering good working relationships is fundamental to the successful achievement of strategic goals for HBRC. We know we can't achieve change without the people (our community) outside our business. As expressed under

our purpose statement, “working with our community” is at the heart of everything we do. This is particularly relevant to our relations with Tāngata Whenua in terms of co-governance and co-management. Successful relationships involve building trust. Which in turn enables us to support each other to respond to new challenges as they arise.

This means:

- Professional attitude is projected at all times in dealing with external contacts.
- Information is accurate and is provided in a timely manner.
- Outcomes that are fair and clearly understood by both parties are achieved
- Customers are satisfied with responses to written or verbal requests for information.

## **CONTINUOUS IMPROVEMENT**

All Hawke’s Bay Regional Council (HBRC) staff are expected to actively and enthusiastically promote the concept of continuous improvement in their work for HBRC. This means:

- Maintaining a positive overall attitude in the workplace, including promoting HBRC in a positive manner, as assessed by your peers and Manager
- Taking part in training opportunities provided by HBRC with an open mind, as assessed by pre and post training meetings with your Manager.
- Practicing the skills provided in training offered by HBRC, as assessed by regular feedback meetings with your Manager.
- Showing a strong team commitment, as indicated by peer feedback and your Manager’s assessment.
- Practicing the concept of continuous improvement by showing initiative with new ideas and positively acknowledging other ideas.
- Giving honest and open feedback as and when required, aiming to constructively deal with all issues, as assessed by regular feedback meetings with your Manager.
- Deliver on project outcomes: on time and on budget.
- Displaying sound judgment and making responsible decisions.
- Working to high quality standards and where applicable contributes to maintenance of ISO 9001:2015 accreditation of the Quality Management System.

## **HEALTH AND SAFETY**

All staff are expected to follow established health and safety procedures while working for HBRC, and in accordance with policies developed by HBRC. This means:

- Complying with and adhering to HBRC’s accepted standards and procedures.
- Where appropriate, taking responsibility for workplace hazards/risks you identify and communicated to management.
- Undertaking regular reviews of workplace risks/hazards that are present in your work.
- When, and if, necessary, participate in the investigation of accidents/incidents according to HBRC procedures.
- Undertaking appropriate and effective staff training when required or necessary.
- Promoting a healthy and safe workplace.
- Actively supporting health and safety initiatives.
- Comply with any rehabilitation plan designed with you for a return to work after an accident.

## **EMERGENCY MANAGEMENT**

When a Civil Defence event happens, you may be required to assist with carrying out the Council’s Civil Defence responsibilities after providing required support for your family and dependants. All HBRC staff are expected to undertake such Emergency Management functions as are determined appropriate to meet HBRC’s role and function in this area. This means:

- Undertaking such a role as is allocated for emergency management requirements.
- Participating in such exercises as are required to maintain a state of preparedness in HBRC.

- Responding to such requests to assume an emergency management role as are required by events.
- Understanding the contents of the relevant section of the Business Continuity Plan (BCP) and its implications for your role.
- Where the requirements of the role require it, review the relevance of the BCP for your team, section or Group on a regular basis.

## PERSON SPECIFICATION

### Minimum Qualifications and Experience required

- NCEA Level 3 literacy and numeracy.
- At least minimum of five years relevant industry experience, such as property administration.
- Valid driver's licence required

### Knowledge

- Knowledge of building maintenance and relevant legislation.
- Knowledge of the Health and Safety at Work Act 2015.
- Excellent administrative abilities.
- Computer literacy and proficiency in MS Word, Excel, Visio, Project, PowerPoint and other database and information management systems.
- Problem solving working knowledge and prioritising skills.
- Ability to take initiative and think innovatively.
- Ability to work autonomously
- Ability to effectively plan and organise work to ensure that goals are achieved within agreed timeframes.

### Personal Attributes

- Sound judgement and initiative
- Ability to create harmony in a team.
- Excellent interpersonal skills with the ability to initiate and engage effectively at all levels, internally and externally.
- Ability to effectively plan, organise and co-ordinate work to ensure that goals are achieved with the highest quality of work possible within agreed timeframes.
- A high level of courtesy and listening skills.
- Friendly and approachable with a strong team focus
- Ability to build strong, collaborative working relationships
- Ability to deliver effectively under pressure
- Excellent organisation and time management skills
- Attention to detail

### Awareness

- Demonstrated awareness of Te Tiriti o Waitangi and including Te Reo Māori in relevant and practical ways in interaction and engagement to demonstrate respect and value of Tikanga Māori in appropriate settings.

## CHANGES TO JOB DESCRIPTION

From time to time it may be necessary to consider changes in the job description in response to the changing nature of our work environment. Such changes, including technological requirements or statutory changes, may be initiated by the manager of this job with due consultation with the position holder. This job description should be reviewed as part of the preparation for performance planning for the annual performance cycle.

## ACKNOWLEDGEMENT

*I have read this job description and fully understand the requirements set forth therein. I understand that this is to be used as a guide and that I will be responsible for performing other duties as assigned. I further understand that this job description does not constitute an employment contract with Hawke's Bay Regional Council.*

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed Name