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| **Job Title** | Facilities Support Officer |
| **Service** | Corporate Services |
| **Location** | HomeGround, 140 Hobson Street and other locations as required |
| **Reports to** | Maintenance Manager |
| **Direct reports** | N/A |
| **Date prepared** | June 2025 |
| **Key Relationships** | **Internal**   * Asset and Facilities Manager * Maintenance Manager * Corporate Services Team * Other Facilities & Asset Management team members * Other Auckland City Mission staff as required   **External**   * Contractors * Whanau * Volunteers * Donators |

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| **Job Purpose** |
| Reporting directly to the Maintenance Manager, the Facilities Support Officer is concerned with the maintenance of all Auckland City Mission buildings, grounds, and facilities. You will support the Maintenance Manager and Assets & Facilities Manager to maintain the general up-keep of the buildings to the required standard. |

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| **Key Responsibilities** |
| **General**   * Organising specialised repairs with the appropriate suppliers * Adjust/replacing/repairing defective room fittings and fixtures * Ensure all required repairs and maintenance of ACM buildings, equipment and assets are carried out as scheduled and meeting the associated SLAs * General tasks, for example:   + Maintaining and sweeping and/or cleaning car parks and walkways when required   + Moving and repairing furniture   + Maintenance of door hardware   + Organisation of contractors   + Carrying out patch filling/painting tasks and   + General handyperson tasks * Recording all maintenance tasks completed in a timely fashion and communicating task completion to appropriate parties |

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| **Key Responsibilities** |
| **Health and Safety:**   * Maintain a safe and healthy work environment by understanding, complying with and role modelling safe behaviours outlined in the James Liston Hostel Health & Safety Plan. * Understand and comply with all Mission safety procedures and legal regulations * Report, record and follow up on all incidents according to the Mission Incident Reporting Policy and Procedures in a timely manner. Actively participate as part of the commercial team   **Being part of the Auckland City Mission Team”**   * Adhere to all Auckland City Mission organisational policies, procedures and guidelines standards of integrity and conduct * Uphold and promote Auckland City Mission values at all times * Demonstrate a commitment to and respect for the Treaty of Waitangi and incorporate these into your work. * Participate in other duties, activities or events across the organisation as required or able to do so * Regularly attend team, service and wider organisational meetings |

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| **Essential Skills** |
| * Trade skills in particular painting, plastering and carpentry * Min 5yrs facilities maintenance experience highly desirable * Ability to multi-task in a busy environment and communicate effectively with people from all walks of life * Competent user of Microsoft 365 (Excel, Outlook, Word, Teams) * Be able to work autonomously with excellent time management skills * Must be physically able with a high standard of personal presentation * Flexibility in working hours if the need arises * Positive attitude and motivation to work in a unique and busy environment where everyday brings different challenges – no day is ever the same at the Mission! * Full New Zealand Drivers Licence. * Physically able to safely lift and move items including packages furniture etc. * Ability to collaborate, build rapport, and maintain relationships. * Commitment to embodying the principles of Te Tiriti o Waitangi in organisational practice. |
| **Desirable Skills** |
| * Five years’ experience of Driving. * Working at Heights training desirable but training will be provided if required * Experience of moving, loading and storage * Experience of working in a Social Housing/apartment environment. |