



## Job Description

<b>Job Title</b>	Assets and Facilities Manager
<b>Reports to</b>	GM Corporate Services
<b>Service</b>	Corporate Services
<b>Direct Reports</b>	4 FTE
<b>Location - Wāhi:</b>	140 Hobson Street, HomeGround

### Te Tāpui Atawhai – Auckland City Mission

#### Background - Ko wai mātou

Te Tāpui Atawhai – Auckland City Mission supports Aucklanders in greatest need. Our services have evolved as the city's social needs have. We respond with care and compassion while advocating for a reality where there are enough suitable homes, enough access to nutritious food, and accessible health care for all.

Since our doors opened more than 100 years ago, this has been our 'why'. We offer support for however long and in whatever way needed – for some people that's simply accessing one of our many services, for others that's a complex journey with our full support.

The Mission, known as Te Tāpui Atawhai since July 2021, sees its Māori name as symbolising a commitment to understanding and addressing the impact of colonisation and contributing to the nation's healing process and acknowledging that existing economic, health, and social inequities for Māori are caused by breaches of Te Tiriti which are on-going.

Te Tāpui Atawhai is committed to upholding Te Tiriti o Waitangi, doing so is core to achieving our organisational mission and vision. This commitment underpins our work and is foundational to our mission, vision and values as a Tangata Tiriti organisation. This commitment is demonstrated in everything we do as an organisation, and we are committed to fostering a diverse and inclusive workplace where staff feel valued and respected.

#### Position Purpose - Te Kaupapa o Te Tūranga

The Assets and Facilities Manager sits within the Corporate Services Team and leads a team of Facilities and Business Service professionals. The role provides both strategic oversight and hands-on technical expertise to manage, maintain and optimise the Mission's facilities and assets, including several owned and leased buildings, a vehicle fleet, and security infrastructure. The role also manages the Business Services team, which provides support with supply management, contractor management (e.g. cleaning and pest control), and administration.

## **Key Responsibilities – Ngā Kawenga Matua**

### **Service Leadership:**

- Contribute to the Leadership of the Mission including role modelling a culture that embeds the Mission's values of Manaakitanga, Atawhai, Rangapu and Manatika/Mana Orite and demonstrates through your actions commitment to Te Tiriti o Waitangi.
- Ensures that any racism, inequity and culturally inappropriate behaviour at the Mission is addressed.

### **Built Asset Management:**

- Ensure management of built assets and infrastructure aligns with effective implementation of the business plan.
- Ensure that building management including whole-of-life asset management is sustainable, and that assets approaching end of life are adequately reviewed and replaced if necessary.
- Populate and utilise SPM Asset Management software to track building asset depreciation and to inform budget planning.
- Review and manage value added strategies and capital improvements, with particular emphasis on meeting current and future needs of the business.

### **Facilities Maintenance and Improvement:**

- Lead the Maintenance team to regularly inspect structures and physical environment to determine the need for repairs and maintenance.
- Lead and champion the adoption and implementation of sustainable practices and energy saving projects across the organisation.
- Manage the upkeep of equipment to meet health and safety standards.
- Plan and coordinate all installations and refurbishments as required, including security systems such as CCTV.
- Recognise, investigate and escalate major issues relating to property to senior management.
- Ensure that identified repairs and maintenance are carried out on a timely and cost-effective basis.
- Flexibility to manage a system for out of hours response to urgent building issues.

**Business services:**

- Lead the Business Services team to provide high quality support to Mission services through the provision of supply management, vehicle fleet management, contractor management (e.g. cleaning and pest control), and administration.

**Team Leadership:**

- Lead and mentor a team of professionals, fostering a collaborative and high-performance culture.
- Conduct regular performance reviews, provide feedback, and guide career development for team members.
- Develop and enforce relevant policies, procedures, and best practices to ensure operational efficiency, security, and compliance.

**Contractor Management:**

- Manage relationships with external contractors, consultants, and service providers to support the Mission's facilities initiatives.
- Collaborate with contractors to ensure that deliverables meet quality standards, deadlines, and contractual obligations.
- Negotiate contracts, terms, and service-level agreements (SLAs) with third-party vendors and contractors.
- Ensure contractors adhere to Mission policies, security protocols, and industry regulations.

**Budget Management:**

- Manage the Assets and Facilities budget, ensuring that resources are allocated effectively and cost-efficiently.

**Risk and Compliance Management:**

- Ensure facilities are equipped with appropriate security infrastructure including CCTV, panic alarms and swipe access points, with input and support from IT, Health and Safety and Mission services.
- Oversee risk assessments, disaster recovery plans, and business continuity efforts, as related to assets and facilities.
- Ensure buildings meet fire code and BWOF requirements.

- This role is a member of the Emergency Management Team, and is to be rostered on-call as Lead Controller for 3-4 days approximately every 5 weeks.
- Lead a culture of positive health and safety practice and meet requirements of the H&S policies.
- Ensure the Mission complies with all legal and regulatory requirements and governance protocols (e.g.: NZ Employment Law) and report any breaches as soon as they become known.

### **Skills, Knowledge and Experience - Ngā Pūkenga Nui**

#### **Qualifications:**

- Property management or engineering tertiary qualification.

#### **Essential Skills, Knowledge and Experience:**

- Evidence of leadership, interpersonal and communication skills.
- Reputation for personal integrity, reliability, and delivering results.
- Excellent team building, collaboration and partnering skills, with aptitude for getting things done through both formal and informal channels.
- Commitment to embodying the principles of Te Tiriti o Waitangi in organisational practice.
- Willingness to advocate for improved social conditions and a fair sharing of the community's resources

#### **Role-Specific Skills, Knowledge and Experience:**

- Proven negotiation skills, alongside the ability to multi-task effectively
- Excellent customer service skills with the ability to resolve conflicts
- Financial management experience for budget creation and management, and understanding of financial performance reporting
- Contractor management experience, including the direct supervision of contractors and other personnel, and the application of site safety/ Worksafe principles.
- Self-starter with strong ability to work effectively in a team
- Strong ability to work in a fluid and dynamic environment with tight schedules and deadlines
- Able to work effectively with all levels of staff within the organization
- Proven experience managing projects and leading cross-functional teams.

- SPM experience preferred.

### **Why join us? – Haere mai**

**Cultural Respect:** Be part of an organisation that values and integrates te ao Māori into its core values and operations.

**Career Growth:** Access to professional development and to build skills with a great brand.

**Supportive Environment:** Engage with a diverse network of colleagues and participate in culturally enriching events and activities.

#### **OUR MISSION - Tō Mātou Kaupapa.**

We provide immediate relief and pathways to long-term wellbeing for people in greatest need, through connection and access to kai, kāinga and hauora.

#### **OUR VISION - Tō Mātou Kitea**

Tāmaki Makaurau where everyone can thrive.

#### **OUR IMPACT STATEMENTS**

- Homelessness is brief, rare and non-recurring with affordable and healthy homes a reality for every person in Tāmaki Makaurau.
- Everyone has access to enough good kai to sustain them and their whānau needs.
- Health care is accessible for all, including people living with the effects of trauma, mental unwellness and substance abuse.