Job Description

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| Position: Facilities Manager (Manawatu Campus) | |
| Grade: 17 | Date: May 2024 |
| Reports to: Facilities Management Operations Manager | |

# Te Tirohanga Whakamua; Our Vision:

To be the skills engine driving the economic and social development of the Central North Island.

# Nga Whāinga; Our Goals:

* Partnerships that make a difference
* An Institution for the 21st Century
* All our people are equipped for the new world
* Global outreach and globalization

# Nga Whanonga Pono; Our Values:

* Relationships – Whanaungatanga
* Excellence – Kia eke panuku, eke Tangaroa
* Transformation – Te huringa whakaaro
* Agility – Kia kakamā

# Purpose of the Position:

The Facilities Manager has responsibility for driving high quality service to UCOL stakeholders at the Manawatu and Horowhenua campuses in the areas of facilities and asset management.

# Financial Delegation:

TBA

# Staff reporting to this role:

* Maintenance Assistant

# Internal Relationships:

* Facilities Management team
* Faculty members
* Health and Safety team
* Administration and Support Services
* Other Ucol campus personnel

# External Relationships:

* Contractors and Suppliers
* Local authorities
* Regulatory bodies
* Visitors to site
* Students

# Key Result Areas

## Key Performance Indicator (KPI) 1 - Staff Management

Provide positive leadership to staff reporting to this position through mentoring, encouragement and role modelling.

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| **What will I be doing?** | **How will I know I am doing it well?** |
| Lead staff by example showing a communicative, friendly approach and wanting to provide the best possible service to customers. | Demonstrates a high level of customer service and instils the same in staff reporting to the position.  Contributes to the FM team to develop a strong customer focus. |
| Ensure reporting staff have the appropriate training and development to meet the needs of their role. | Staff are fully competent and capable for the tasks they undertake. |
| Encourage staff to speak up where service improvements can be made, listening to their input and considering their proposals. | Staff bring initiatives and ideas to you where they see service improvements can be made. |
| Support and teach staff to always put their and other’s health and safety first before undertaking work tasks. | No incidents occur. Staff always complete a risk analysis before undertaking any work. |
| In areas of substandard performance, a robust approach to performance management is taken based on UCOL policy and procedures. | Staff are clear in the expectations of the role, and are given the opportunity to address shortfalls in performance in the expected way. |
| Demonstrates a cooperative approach to other members of the FM team, encouraging, supporting and openly addressing any issues that arise professionally. | Team culture is strong, cooperative and the workplace is an enjoyable environment. |

## Key Performance Indicator (KPI) 2 - Facilities Management

Provide high quality services and outcomes that maintain facilities that meet the needs of students, UCOL and compliance with regulations.

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| **What will I be doing?** | **How will I know I am doing it well?** |
| Take a proactive approach to identifying and putting in place areas of improvement in service, methodology and value add that enhance service levels and campus operations. | Less downtime in operational areas.  Less reactive maintenance requirement.  Customer satisfaction surveys. |
| Manage the response to reactive maintenance problem calls; investigate and resolve issues by either allocating to Maintenance Assistant, carrying out repairs that require your expertise or ensuring contractors are engaged in a timely manner and according to priorities assigned. | Review of Hardcat® job details when necessary including such things as response times, completion times and notes.  Feedback surveys from customers.  Manager’s performance review. |
| Organise the provision of scheduled compliance and preventative maintenance of campus assets and infrastructure as allocated including but not limited to:   * Building Warrant of Fitness * Hazardous Substances and New Organisms (HSNO) * Health and Safety * Building Owners IQP checks. | Review of Hardcat® job details including such things as response times, completion times and notes.  Completion of compliance or preventative maintenance procedures on time and to schedule.  Reduced reactive maintenance rates.  All Health and Safety regulations are met. |
| Manage UCOL's contractors to meet their performance specifications such as keeping the Campus clean, tidy/rubbish free, safe and secure; respond to performance deficits promptly and support resolution, as required. Includes but not limited to:   * Security * Cleaning and Hygiene services * Pest control * Trade services | Review of Hardcat® job details including such things as response times, completion times and notes.  No complaints from customers.  Schedules for services are adhered to.  Spot audits of service input.  Site remains secure and monitored at all times. |
| Ensure reporting staff carry out other service delivery tasks, as required, including but not limited to: mail and parcel delivery; support for Graduation. | No complaints from customers. Schedules for services are adhered to. Spot audits of service input. |
| Maintain documentation on Hardcat® system of all job-related information. Regularly audit Hardcat® data to ensure compliance. | Review of documentation in Hardcat® system for completeness and accuracy. |
| Assist the FM Operations Manager in operational development of services to standardise processes across campuses, assess and monitor quality of service from contractors and to meet KPIs. | Contractors are pre-accredited and their performance monitored.  Poor performance from contractors is addressed immediately and the FM Operations Manager kept informed.  KPIs are met or exceeded. |
| Contribute to new capital projects in conjunction with the FM Project Manager to supervise and monitor contractor performance during the projects. | Projects are completed on time, safely and to specification. |
| Maintain the FM storage areas in a tidy, methodical, accessible and safe state. Keep an inventory of stock stored. | The storage areas are tidy, accessible, unusable items disposed of and usable items easily identified and stored safely.  UCOL Asset disposal policies are adhered to. |
| Undertake the role of Chief Fire Warden, carrying out duties and facilitating training as required. | Trials and real evacuations occur without issues. |
| Contribute to an on-call roster as directed. | Out-of-hours service response is in accordance with KPIs. |

## Key Performance Indicator (KPI) 3 - Asset Management

Consider and implement solutions that enhance asset performance and extend the life of assets.

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| **What will I be doing?** | **How will I know I am doing it well?** |
| Ensure buildings, plant and equipment are maintained so that they operate efficiently, including being safe, secure, accessible, compliant, clean and tidy, temperature controlled (where relevant). | Minimal disruption into operations of the campus.  Campus is safe, secure, comfortable, safe and secure at all times.  All building regulations are met and certifications up to date at all times. |
| Operate and monitor the campus Building Management System (BMS) | No loss of service occurs.  Issues are quickly identified and action taken to address them restoring normal operations. |
| Identify initiatives (with contractors and specialists) that will extend life of assets, reduce maintenance costs and reduce failures. | Reduced reactive maintenance.  Extended life of assets.  Improved use of capital funding. |
| Contribute to the ongoing development of a robust asset database including description, modifications, upgrades and condition. | The asset database is accurate and up to date at all times. |
| Monitor the condition of assets and infrastructure as part of your daily campus activities; log problems on UCOL's Asset Management system, as necessary. | Proactive notifications of issues are recorded.  Issues are dealt with before failures can occur. |
| Identify and report any incidences of asset degradation as a result of weather damage, poor design, vandalism or other contributing factors with the aim of effecting long-term solutions. | Proactively takes remedial action to address identified problems or potential problems rather than waiting for failure of the asset. |
| Contribute to asset condition assessments as required. | Understands the need and actions according to the direction of the FM Operations Manager. |
| Manage the campus vehicle fleet ensuring maintenance, registrations, WOFs and regular cleaning is actioned. This will involve working with the administrative staff allocated these tasks. | The vehicle fleet is ready to go at all times.  Maintenance schedules are adhered to.  Administrative tasks are completed on time by staff allocated these tasks. |
| Manage grounds and landscape services | The campus grounds and environment are always in a tidy and safe condition. |

## Key Performance Indicator (KPI) 4 - Customer Service

Undertake all services in a customer-focussed manner, considering the needs and well-being of customers.

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| **What will I be doing?** | **How will I know I am doing it well?** |
| Always respond to all customer interactions in a friendly, polite and professional manner. | No customer complaints. Positive feedback from customers either verbally or through customer Surveys. |
| Lead staff by example showing a communicative, friendly approach and wanting to provide the best possible service to customers. | Demonstrates a high level of customer service and instils the same in staff reporting to the position.  Contributes to the FM team to develop a strong customer focus. |
| Examine all job requests from the point of view of providing a solution that meets the customer’s needs. | Solutions fit the requirements of the customer. |
| If there is any conflicts involving customer keep calm and refer these to your manager immediately. | Does not engage in negative interactions with customers or stakeholders. Brings issues to the FM Operations Manager for discussion and resolution. |
| Make health and safety the first priority even if pushed to take action you are unhappy with. Explain to customers the reasons for potential delays for these reasons | Customers are kept informed of the reasons delays are necessary to address environmental health and safety. |
| Maintain good communication with customers when arranging and carrying out tasks. | Customers are kept informed of the task, the duration and the expected outcomes. Is aware of any customer needs and adjusts approach accordingly. |

## Key Performance Indicator (KPI) 5 - Health and Safety

As the Facilities Manager**,** under the Health & Safety at Work Act 2015, you are deemed to be a “Worker” and are responsible for the practical implementation of the systems and processes established to protect your health, safety and wellbeing while not endangering others. As an employee of UCOL, employees must ensure that they comply with UCOL’s Health and Safety Policies, Procedures, and any Standard Operating Procedures along with any relevant Legislation or Industry Standards, which apply to the delivery of their tasks or are required by their Faculty or Department.

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| **What will I be doing?** | **How will I know I am doing it well?** |
| Have knowledge, understanding and comply with UCOL’s Health & Safety Policies, Procedures and Standards, and relevant legislation. | Knowledge is up to date at all times. Incumbent has knowledge of the legislative requirements relevant to their activities. |
| Promote health & Safety awareness among staff, students and contractors within your School/Department and encourage the active participation in health and safety of all employees within your School/Department. Support and participate in health and safety committees and forums. | Staff, students and contractors are aware that UCOL requires and has a positive health and safety culture. The incumbent is seen to be leading by example in all matters relating to health, safety and wellbeing.  Effective communication processes for health and safety information, including channels for consultation are established, encouraged and used. Instructions are given where required.  Employees actively participate in Health and Safety at work and contribute to a positive culture. |
| Undertake appropriate health and safety hazard and risk assessments and develop control measures to reduce the risks to employees and other persons. | All tasks and operations shall be risk assessed and have control plans in place to mitigate and manage those identified.  Arrangements are made for the provision of suitable vehicles, plant, equipment, and protective clothing, and plans established for their maintenance and replacement where necessary. |
| Establish effective supervision of work activities to ensure safe methods of work and systems are maintained at all times. | The health & safety performance of the workforce is monitored in their area against agreed health & safety goals/objectives. Staff understand their duties of due diligence under the Health and Safety at Work Act 2015. |
| Undertake their work safely and do not participate in activities that may place others in danger or risk. | Nothing that the incumbent does or doesn’t do results in others being put in danger or risk or harmed. |
| Ensure appropriate processes for monitoring and auditing health and safety at UCOL and verify these. | Effective monitoring and auditing of health and safety for all FM activities and risks is undertaken. |
| Ensure appropriate resourcing for health and safety, including training of staff and students. | UCOL has appropriate resources and processes to eliminate or minimise those risks within each Faculty/Group. Health & safety competencies for all employees are ensured and assessed after providing adequate training.  Specialist services are consulted where necessary and that due account is taken of any advice or guidance received. |
| Report health and safety incidents and near misses. | Health & safety incidents and near misses are reported into Protecht as soon as reasonably practicable. |
| Confirm, so far as is reasonability practicable, that any contractors employed in their area of responsibility are competent and operate to UCOL’s health & safety standards. | Contractors are inducted and qualified for the tasks being undertaken. They operate in a healthy and safe way at all times whilst work is being undertaken on behalf of UCOL. |
| Support and help implement Return to Work Programmes for any of your employees. | Employees are returned to work in a sensible, healthy and safe way. |

*To be successful we need to work as a team, so the responsibilities set out in this job description are not exhaustive.  As a result, after mutual agreement, we may require you to undertake other reasonable tasks as required, which are within the ability of the jobholder.*

# Core Competencies

## Tangata Tiriti – how we embrace culture.

• **Engagement** - establish and maintain effective professional relationships focussed on the learning and wellbeing of our ākonga and staff, demonstrate commitment to ongoing professional learning and development of personal professional practice by engaging in He Kākano Rua (UCOL’s Cultural Competency Framework).

• **Enlightenment** - continue to develop understanding of Te Tiriti o Waitangi / the Treaty of Waitangi and continue to develop knowledge of Tikanga Māori and the appropriate usage and accurate pronunciation of te Reo Māori.

• **Empowerment** – demonstrate commitment to bicultural partnership in Aotearoa New Zealand, works effectively within the bicultural context of UCOL.

*Please note, the list below is a condensed version of the behaviours and practices; for descriptors of each behaviour, please refer to ‘Staff Competencies’ on our website or the Teams Portal.*

## Professional behaviours – how we behave at work.

• Dependable/compliant

• Resilience

• Flexibility

• Risk Conscious/ Zero Harm Attitude

• Self-Insight

• High Emotional Intelligence

• Shows initiative

• Ethics and integrity

• Personal responsibility

## Work practice – how we achieve results.

• Achievement

• Mental Power

• Critical Thinking

• Logical Reasoning

• Numerical Reasoning

• Results focus

• Digital competence / IT literacy

• Information

• Communication

• Innovative

• Safety

• Problem-solving

## Relationships – how we work together.

• Communication

• Verbal Reasoning

• Teamwork

• Negotiation/ Conflict management

• Building relationships

• Strategic agility

• Values diversity

• Collaboration

• Keeps student focus

# Leadership – Operational Management Competencies

• **Talent Development** – recruits/selects highly effective staff and values diversity. Creates/supports opportunities for staff to grow in their roles (talent growth) / towards career goals (succession planning). Contributes to retention of the most talented/ valued employees and manages out staff who do not meet UCOL expectations.

• **Drives** **results** – focuses on results and how they are achieved. Adjusts plans and makes decisions to achieve intended outcomes even when data is limited or solutions produce unpleasant consequences. Demonstrates tenacity, perseveres through challenges to reach goals. Supports team to persevere. Supports team in using student and staff performance data to drive improved teaching and learning.

• **Resilience** – deals effectively with pressure, remains optimistic & persistent even under adversity. Recovers quickly from setbacks.

• **Accountability** – takes responsibility for the decisions and actions of the team.

• **Creativity** **& innovation** – develops new insights in situations. Questions conventional approaches. Encourages new ideas & innovations. Designs and implements new or cutting edge programmes/ processes.

• **Cultural competence** – is operating at the high end of UCOL’s Cultural Competency framework He Kākano Rua.

• **Financial decisions** – prepares, justifies and administers programme budget. Adheres to all internal control procedures designed to prevent misuse of funds. Ensures all financial data id properly calculated and reported. Seeks ways to reduce costs.

# Qualifications and/or Skills

* National Diploma in Trades, Level 6
* A qualification in facilities management, construction trades, maintenance, asset compliance or associated services is mandatory.
* At least five years’ experience in the provision of asset maintenance/management or in a facilities maintenance/management-related industry.
* Understanding of/or experience of working to Project Management Principles would be an advantage
* Management experience is highly desirable.

# Personal Characteristics/Attributes

* Effective communication skills, both written and verbal.
* Effective time management skills and ability to meet deadlines.
* Pro-active and positive attitude.
* Proven ability to problem solve and seek alternative solutions.
* Proven attention to detail, and resolve to get it right the first time.
* Proven ability to take initiative.
* Proven excellence in customer, operational and product outcomes.
* Maintain a tidy appearance and tidy workplace.

# Other Requirements

* Must have a full driver’s licence.
* Pre-employment Criminal Convictions Check.

*We aim for a “can-do!” attitude where we help one another and UCOL.  For that reason, you will need to be open to reasonable changes in your duties and responsibilities and this job profile being updated from time to time, after mutual agreement, as we adapt to change and keep striving to deliver all that we can for our students.*