

Tūranga Mahi / Position Description: *Facilities Support Officer*

Nāu te rourou, nāku te rourou ka ora ai te iwi
With your basket of knowledge, and my basket of knowledge, all will be well

Rotorua Lakes Council is one of the largest employers in Rotorua, building a positive future for our district with approximately 70,000 residents, and visitors numbering in the millions. We are determined to be among the best councils in New Zealand and are committed to continually improve the service provided to our customers, both external and internal.

Our people are central to achieving Council's Priorities and providing high quality community services that offer best value for money. And we are committed to building a high performing culture based on our **core values** of being *innovative, helpful, respectful, engaging and inspiring*. In addition to our values, there are **core competencies** required of all Council staff, being:

- **Performance Orientation:** A high performer consistently delivering performance outcomes
- **Solutions Focused:** Committed to customer-centred continuous improvement
- **Teamwork:** Contributes effectively within a team providing leadership where appropriate
- **Relationships:** Well-developed interpersonal, and relationship engagement and management skills
- **Collaboration:** Works collaboratively across teams and functions within a matrix organisation
- **Accountability:** Willingly takes accountability and engage in problem solving
- **Te Ao Maori:** Proficiency in te reo Māori me ōna tikanga appropriate to their role¹.

Rotorua is in the heart of the Te Arawa region. 40% of the population are Māori. Being a bicultural city provides a foundation for us to recognise and celebrate our increasing diversity which enriches us as individuals and as a multi-cultural community.

Our top priority is to ensure the health, safety and wellbeing of our people at work. We want you to go home healthy and safe each day. Safety is everyone's job – all of our staff have a shared responsibility to manage our work environments to prevent harm, and to actively engage with health and safety initiatives and procedures. Managers are responsible for the health, safety and wellbeing of the areas and people under their leadership.

Rotorua Lakes Council has statutory responsibility for Civil Defence and Emergency Management (CDEM) within the District. This responsibility extends to all staff, who may be called upon to undertake CDEM roles in addition to their position specific responsibilities.

We are one team. To be successful, it is important that all staff are aligned to and actively support the organisation's direction, working collaboratively, and actively participating in activities and initiatives to advance the organisation e.g. activities to build bicultural capability, improve health and safety, or promote diversity.

The following pages provide the requirements of your specific position. In addition to these, you are also expected to be proactive in knowing and following Council policies and procedures.

TE ĀHUA O TE MAHI - POSITION SPECIFICATION

¹ This is informed by our Bicultural Competency Framework, and staff are actively supported in gaining competency.

MAHI - POSITION:	Facilities Support Officer
RANGATIRA - REPORTS TO:	Property Manager
KĀHUI - GROUP:	Infrastructure and Assets
TAUNGA MAHI - LOCATION:	Civic Centre
PŪTAKE - POSITION PURPOSE:	Provide proactive, skilled, and expert support service to the Property (Facilities) team, in a reliable, confidential and seamless manner. The RLC facilities portfolio consists of over 250 buildings with a total replacement value of over \$500M spread across the Rotorua district.
NGĀ WHAKARITENGA - DELEGATIONS	Direct reports: Zero Budget responsibility: Zero
HONONGA WAIWAI – KEY RELATIONSHIPS: Rāroto - Internal	<ul style="list-style-type: none"> • Destination Development • Organisational Performance & Innovation • Infrastructure & Assets • Chief Financial Officer • People & Culture • Community Experience
HONONGA WAIWAI – KEY RELATIONSHIPS: Rāwaho - External	<ul style="list-style-type: none"> • Council stakeholders • Contracted service providers • Technical professionals in your field • Consultants and Contractors

**NGĀ MAHI MATUA -
KEY
ACCOUNTABILITIES:**

- Delivery of broad business support services to the Property (Facilities) team that enables proactive and cost-efficient facilities management to be achieved.
- Management and system administration of facilities of all requests for service (RFS) allocated to Property (Facilities) including reassignment to appropriate team members, sending to approved contractors, updating status and timeframes for completion.
- Define and document facilities procedures in accordance with agreed methodology.
- Set up and maintain systems for recording facilities capital project renewals and operational portfolio costs.
- Provide financial administration and support to the Property (Facilities) unit, included but not limited to:
 - Purchase Orders are generated, processed, and receipted as required through the EPO system and in adherence with the Procurement Policy.
 - Invoices for services provided by the Property Services unit are raised and processed as requested and in adherence with the Procurement Policy
- Update and refresh the Property (Facilities) online information & communication with the organisation. Ensuring relevant online information is current and up to date, and available via Council's Intranet and Council/Committee update reports, or similar.
- Coordinates and facilitates staff training and education on facilities tools/ platforms.
- Provide input into timely, high quality, action-orientated executive management reports.
- Accountable for services within the Facilities department and key relationships with departments or other corporate functions.

NB: the key accountabilities listed above are not an exhaustive list. You may be expected to undertake additional delegated responsibilities in the course of your employment that are consistent with the purpose of your role.

There will also be the annual delivery of agreed KPIs.

TE ĀHUA O TE TANGATA - PERSON SPECIFICATION

<p>NGĀ MAHI MATUA - FORMAL QUALIFICATIONS: (Ngā matau ā-wheako rānei - Or experience recognised as equivalent)</p>	<p>Required</p> <ul style="list-style-type: none"> • A Relevant tertiary qualification in business administration or proven experience in business administration. • Relevant experience of providing support in a facilities or property environment. • A high degree of computer literacy including advanced knowledge of the MS Office Suite, MS Project, MS Teams and a willingness and skill to learn new adapt to new applications. • Ability to analyse and present information using spreadsheets, dashboards and presentations. <p>Desirable</p> <ul style="list-style-type: none"> • Experience in finance and/or business analyst role. • Experience working in and/or with public sector organisations.
<p>NGĀ PŪKENGA - POSITION SPECIFIC COMPETENCIES AND ATTRIBUTES</p>	<ul style="list-style-type: none"> • Committed, result driven and self-reflective team player. • Excellent writing, verbal and presentation skills. • Strong attention to detail, high quality standards, and excellent organisational skills Excellent written and verbal communication skills • Ability to adapt and deal effectively with changing priorities and requirements • Project planning and scheduling ability. • Demonstrates understanding of the Treaty of Waitangi and the ability to contribute professionally within a bicultural environment • Ability to work collaboratively to get things done and motivate individuals and teams to take ownership of and achieve project goals • An ability to maintain confidentiality and exercise prudent judgement and discretion • A desire to be high performer who consistently delivers agreed performance outcomes and outputs

**NGĀ UARATANGA -
VALUES:**

**Tatou Tatou – We Together
Kotahi Tatou – One Community – One Team**

WHY WE DO IT.....

We believe in empowering our people and providing them with the tools to create value and make a positive difference in their lives and the lives of others

HOW WE DO IT.....

We do this by working in partnership, making it simple and solutions focused

WHAT WE DO.....

We provide quality services for our community and people to prosper

OUR CORE VALUES – PEOPLE FIRST

RESPECTFUL: Integrity, Listening, Pride, Honesty, Empathy, Understanding, Considerate

HELPFUL: Approachable, Supportive, Collaborate, Go the extra mile, Proactive, Friendly, Caring, Guiding

ENGAGING: Communication, Connectivity, Partnership, Working Together, Inclusive, Supportive, Responsive

INSPIRING: Make a difference, Motivated, Take people with you, Encourage, Have pride in your work, Be proactive, Energised

INNOVATIVE: Find solutions, Progressive, Continuous improvement, Empowered

BICULTURAL: Willingness to learn and understand the Māori worldview, consideration, leading by example, sharing experiences