



# Tūranga Mahi / Position Description:

## *Senior Facilities Manager*

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At Rotorua Lakes Council, we are guided by Tai Kawenga, which reflects both our purpose and the values that shape how we work together.

Tai means tide or current. Kawenga refers to the values we carry within us and the principles that carry us forward in our daily work. Together, Tai Kawenga provides the foundation for our culture, decision-making, and service to our community.

Our purpose speaks to why we exist and is expressed through three ideas that reflect our vision:

### **Customer Focused - Community Driven - People at the Heart**

How we work together is guided by our **Purpose**, why we exist, our **Promise**, what we commit to delivering every day; our **Practices**, how we behave; and our **Principles**, the values we believe in and stand by:

### **Stronger Together - Lead with Integrity - Challenge and Innovate - Steward our Future**

These principles set the expectations for how we work with colleagues, customers, iwi, stakeholders, and the wider community.

To be successful in this role, you will embrace the belief that:

**"The organisation's success is my success. My job is only done when everyone's job is done."**

Rotorua Lakes Council serves approximately 78,000 residents and millions of visitors each year. We are committed to continuously improving services for our community and customers.

Rotorua sits in the heart of the Te Arawa region, where approximately 40% of the population identify as Māori. Our bicultural foundation strengthens our understanding of Te Ao Māori and enriches our diverse community. We are committed to honouring our responsibilities to mana whenua and reflecting these relationships in how we work and serve our district.

Health, safety, and wellbeing are a top priority. Safety is everyone's responsibility, and we all play a role in creating environments where people can thrive and return home safely each day.

Rotorua Lakes Council has statutory responsibility for Civil Defence and Emergency Management (CDEM). As a result, all employees may be required to undertake CDEM duties in addition to their normal position responsibilities when responding to, or recovering from, an emergency event.

As one team, we are committed to supporting Council's strategic direction, working collaboratively, embracing innovation, and making decisions that contribute to a sustainable future for our district.

Through Tai Kawenga, we recognise that every role contributes to the outcomes we achieve for our community.

The position description below describes the specific requirements of this position. The description within this position description is not an exhaustive list of responsibilities or tasks and staff are expected to contribute to the organisation through other tasks and activities assigned by their manager. In addition, you are also expected to be proactive in knowing and following Council policies and procedures.

| <b>TE ĀHUA O TE MAHI - POSITION SPECIFICATION</b> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
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| <b>MAHI - POSITION:</b>                           | Senior Facilities Manager                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <b>RANGATIRA - REPORTS TO:</b>                    | Manager – Facilities Services                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <b>KĀHUI - GROUP:</b>                             | Infrastructure & Assets                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| <b>TAUNGA MAHI - LOCATION:</b>                    | Civic Centre - Rotorua Museum (and other locations in Rotorua as required)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| <b>PŪTAKE - POSITION PURPOSE:</b>                 | <p>The Senior Facilities Manager will be the lead agent for the upgraded museum facility and will take ownership of the creation of Facility Management Plans for all major facilities (6-8) and will oversee the planning, execution, and delivery of these facilities management plans that includes asset data management, reactive &amp; planned maintenance, setting and implementing level of service requirements and the agreed annual renewal works for these facilities.</p> <p>The Senior Facilities Manager will be responsible for ensuring that the assigned facilities are effectively managed based on risk management, compliance with all relevant statutory requirements and an integrated and fully aligned with key stakeholders' / facilities operators needs and expectations.</p> <p>The position holder will be required to understand the total Facilities Services portfolio and seamlessly interface with the Manager Facilities Services and capital programme manager in a manner that is ensuring the function's business continuity and interoperability.</p> |
| <b>NGĀ WHAKARITENGA - DELEGATIONS</b>             | <ul style="list-style-type: none"> <li>• Authority Level: The Senior Facilities Manager has the authority to make decisions within the scope of the approved facilities plan and allocated budget as approved by the Group Manager and the Council's Financial delegations policy.</li> <li>• Direct reports: Up to 4 Facilities Managers (may be internal or external)</li> <li>• Budget Management: Identify and recommend the required facilities budget based on good asset management practice and manage the delivery of the allocated programme of works within budget, ensuring expenditure aligns with the approved financial plan.</li> <li>• Contract Management: Monitor contracted services delivery, apply quality assurance and approve minor contract variations. Manage key supplier relationships, escalating major variations to the appropriate delegations level and/or as required by the Council's financial delegations policy.</li> </ul>                                                                                                                            |

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| <b>HONONGA WAIWAI –<br/>KEY RELATIONSHIPS:<br/>Rāroto - Internal</b> | <ul style="list-style-type: none"> <li>• Mayor and Elected Members</li> <li>• Te Tatau o te Arawa</li> <li>• CE's Group</li> <li>• Manahautū Te Arawa Partnership</li> <li>• Destination Development</li> <li>• Organisational Performance &amp; Innovation</li> <li>• Infrastructure &amp; Assets</li> <li>• Chief Financial Officer</li> <li>• People &amp; Culture</li> <li>• Community Experience</li> </ul>                                                                                                                                                                                                                                  |
| <b>HONONGA WAIWAI –<br/>KEY RELATIONSHIPS:<br/>Rāwaho - External</b> | <ul style="list-style-type: none"> <li>• Council stakeholders</li> <li>• Contracted service providers</li> <li>• Technical professionals in your field</li> <li>• Consultants and Contractors</li> <li>• Auditors</li> <li>• Mana whenua</li> <li>• Neighbouring local authorities</li> <li>• Mayor and Elected Counsellors</li> <li>• Local Government New Zealand (LGNZ)</li> <li>• Media and professional groups</li> <li>• Regional Council</li> <li>• Chamber of Commerce</li> <li>• Te Arawa Entities</li> <li>• Rotorua Community &amp; Partnership</li> <li>• Police</li> <li>• Māori Wardens</li> <li>• Neighbourhood support</li> </ul> |

**NGĀ MAHI MATUA -  
KEY  
ACCOUNTABILITIES:**

**To be a leader in facilities management for RLC, this includes:**

- Taking initiative to ensure facilities services and interventions are correctly planned, condition maintained stable, performance is monitored and assets are renewed to the consented design to meet the activity area requirements
- Demonstrating the benefits of professional and disciplined facilities management and modelling the effective application of the RLC Facilities Management framework
- Coaching and mentoring RLC staff and partners working on facilities, to achieve target facilities outcomes as well as longer term optimised RLC facilities performance.
- Working with the wider facilities services team to continue to improve the facilities services delivery to meet customer expectations.
- Lead the Lifecycle maintenance and target renewals of RLC Facilities to ensure alignment with the broader strategic objectives set out in the Property Strategy as adopted by Council.

**Stakeholder and Relationship Management**

- Build and maintain strong relationships with key stakeholders, including activity/function managers, regulatory authorities and users of the property portfolio .
- Develop a comprehensive stakeholder engagement plan and ensure stakeholder needs are recognised and their operational issues addressed.
- Act as a key point of contact with Activity Managers for assigned facilities within the portfolio.

**Financial and Contract Management**

- Manage effectively the programme's allocated budget, ensuring all costs are tracked, recorded and align with the approved financial plans.
- Oversee the contract management process in compliance with current and emerging Council procurement standards and policies.
- Ensure effective resolution of contract issues and escalation where necessary.

**Operational Integration and Quality Assurance**

- Ensure that all renewal and level of service outputs are delivered to meet required standards and timelines.
- Develop operational readiness plans to transition capital programme outputs into business as usual (BAU) - operations.
- Conduct regular process and outputs quality reviews and audits to ensure programme deliverables meet the target quality standards.
- Identify, plan and execute Business Continuity Plans where facilities are at the risk of loss of lifelines services.

**Governance and Reporting**

- Provide regular updates and reports to the activity managers, service providers and the Executive Team.
- Ensure that all governance frameworks and protocols are followed throughout the lifecycle of the programme.
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|  | <ul style="list-style-type: none"> <li>• Take responsibility for working safely and contributing to a healthy work environment by complying with health and safety requirements, identifying and managing risks, and actively supporting a culture of safety, wellbeing, and continuous improvement.</li> <li>• Support our statutory Civil Defence and Emergency Management (CDEM) obligations by maintaining readiness to undertake assigned emergency management roles, participating in required CDEM training and exercises, and carrying out response and recovery duties as directed during emergency events, in addition to normal position responsibilities.</li> </ul> <p><i>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.</i></p> <p>There will also be the annual delivery of agreed KPIs.</p> |
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## TE ĀHUA O TE TANGATA - PERSON SPECIFICATION

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| <b>NGĀ MAHI MATUA -<br/>FORMAL<br/>QUALIFICATIONS:<br/>(Ngā matau ā-wheako<br/>rānei - Or experience<br/>recognised as<br/>equivalent)</b> | <p><b>Required</b></p> <ul style="list-style-type: none"> <li>• Bachelor's degree, ideally in business, facilities, engineering or related field that demonstrates ability to think critically and solve facilities management problems</li> <li>• 10+ years' experience managing large or complex Facilities preferably in a community, cultural or Arts/Events sector.</li> <li>• Formal facilities management training or certification expected to align with FMANZ's assessed membership categories (Associate, Professional and Certified Member)</li> <li>• Record of contract management and direction.</li> <li>• Track record and experience in reporting to senior stakeholders.</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• Private, local and/or central government experience in a similar role.</li> <li>• A variety of facilities management experience that demonstrates breadth of knowledge and ability to adapt: including public and private sector and facilities types: recreation, events, regulatory, commercial, industrial.</li> </ul> |
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**NGĀ PŪKENGĀ -  
POSITION SPECIFIC  
COMPETENCIES AND  
ATTRIBUTES**

**Competencies**

- Proficient in MS Word, Excel, PowerPoint and project (or equivalent scheduling tool)
- Experienced in using facilities collaboration tools and PPM systems
- Demonstrated ability to lead and hold accountable facilities services teams and related contractors
- Demonstrated commercial acumen and understanding of business drivers
- A solution orientated and proactive customer centric attitude
- An ability to build and maintain effective relationships.
- Proactive in identifying, assessing, and managing risks and issues.
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- Excellent communication skills, both written and verbal.
- Strong attention to detail, high quality standards, and excellent organisational skills
- The ability to understand and apply relevant building legislation and regulations
- Ability to make good and timely decisions about complex issues based on a mixture of analysis, wisdom, experience, and judgement
- Ability to adapt and deal effectively with changing priorities and requirements.

**Attributes**

- Flexible and able to adapt to changing circumstances and project requirements.
- Maintains high ethical standards and demonstrates honesty and transparency in all actions.
- Demonstrates resilience and the ability to remain calm and focused under pressure.
- Works well in a team environment, valuing collaboration and mutual support.
- Possesses a clear vision for the programme and inspires others to work