# Ministry of Social Development logo

# Facilities Administrator

# Commercial Operations

## Our purpose

**Manaaki tangata, Manaaki whānau**

We help New Zealanders to be safe, strong and independent

## Our commitment to Māori

As a **Te Tiriti o Waitangi** partner we are committed to supporting and enabling Māori, whānau, hapū, Iwi and communities to realise their own potential and aspirations.

## Our strategic direction



## Our Values



## Working in the Public Service

Ka mahitahi mātou o te ratonga tūmatanui kia hei painga mō ngā tāngata o Aotearoa i āianei, ā, hei ngā rā ki tua hoki. He kawenga tino whaitake tā mātou hei tautoko i te Karauna i runga i āna hononga ki a ngāi Māori i raro i te Tiriti o Waitangi. Ka tautoko mātou i te kāwanatanga manapori. Ka whakakotahingia mātou e te wairua whakarato ki ō mātou hapori, ā, e arahina ana mātou e ngā mātāpono me ngā tikanga matua o te ratonga tūmatanui i roto i ā mātou mahi.

In the public service we work collectively to make a meaningful difference for New Zealanders now and in the future. We have an important role in supporting the Crown in its relationships with Māori under the Treaty of Waitangi.  We support democratic government. We are unified by a spirit of service to our communities and guided by the core principles and values of the public service in our work.

## The outcomes we want to achieve

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| --- | --- | --- |
| New Zealanders get the support they require | New Zealanders are resilient and live in inclusive and supportive communities | New Zealanders participate positively in society and reach their potential |

## We carry out a broad range of responsibilities and functions including

* Employment, income support and superannuation
* Community partnerships, programmes and campaigns
* Advocacy for seniors, disabled people and youth
* Public Housing assistance and emergency housing
* Resolving claims of abuse and neglect in state care
* Student allowances and loans

## **He whakataukī\***

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| --- | --- |
| Unuhia te rito o te harakekeKei hea te kōmako e kō?Whakatairangitia, rere ki uta, rere ki tai;Ui mai ki ahau,He aha te mea nui o te ao?Māku e kī atu,He tangata, he tangata, he tangata\* | If you remove the central shoot of the flaxbushWhere will the bellbird find rest?Will it fly inland, fly out to sea, or fly aimlessly;If you were to ask me,What is the most important thing in the world?I will tell you,It is people, it is people, it is people |

\* We would like to acknowledge Te Rūnanga Nui o Te Aupōuri Trust for their permission to use this whakataukī

## Position detail

### Overview of position

The Facilities Administrator will provide quality services and effective facilities management at National Office including: Building repairs and maintenance, contractor management, process documentation, reporting and security access management.

The Facilities Administrator will be responsible for ensuring the provision and maintenance of products and services to support National Office operations – including but not limited to car park bookings, courier and mail services, customer services, purchasing, supply distribution and stocktaking. In addition, the Facilities Administrator will provide support to the Senior Facilities Administrator, and guidance to the Assistant Facilities Administrator as deemed necessary.

The Facilities Administrator will participate in other duties, tasks/functions, key projects or initiatives within the wider team as required.

### Location

National Office, Wellington

### Reports to

Team Leader Facilities or Team Manager National Office Operations

## Key responsibilities

### Office facilities and services administration

* Manage site / asset issues, identifying remediation or repair requirements necessary to safely re-establish functionality and availability
* Ensure high standard of customer services to all stakeholders including staff, contractors, visitors and external suppliers
* Ensure purchasing and supply of business-critical stocks including stationery, kitchen and meeting room supplies
* Maintenance oversight of utility bay management, stock management, R&M activities, and Security requirements, etc.

### Team support

* Provide guidance and support to the Assistant Facilities Administrators as and when identified
* Model positive behaviours and the desired values and culture of the organisation.
* Be a culture champion, including adapting to organisational needs and customer expectation
* Proactively identify and implement improvement activities where required and in consultation with team members.

### Contractor and relationship management

* Represent the Ministry credibly and professionally in all contractor and relationship management activities
* Ensure Contractor compliance of Health and Safety policies and procedures
* Liaise with contractors on repair and maintenance activities, ensuring timely delivery
* Provide support to the Senior Facilities Administrator and Team Leader Facilities where required.

## Embedding te ao Māori

* Embedding Te Ao Māori (te reo Māori, tikanga, kawa, Te Tiriti o Waitangi) into the way we do things at MSD.
* Building more experience, knowledge, skills and capabilities to confidently engage with whānau, hapū and iwi.

## Health, safety and security

* Understand and implement your Health, Safety and Security (HSS) accountabilities as outlined in the HSS Accountability Framework.
* Ensure you understand, follow and implement all Health, Safety and Security and wellbeing policies and procedures.

## Emergency management and business continuity

* Remain familiar with the relevant provisions of the Emergency Management and Business Continuity Plans that impact your business group/team.
* Participate in periodic training, reviews and tests of the established Business Continuity Plans and operating procedures.

## Know-how

* A minimum of two years’ experience in a modern workplace environment
* Proven ability to work in a team environment, adapt, demonstrate initiative, and cope with continuing change
* Ability to write clear and concise material at an operational level for various audiences
* Demonstrated experience in process improvement and implementation
* Demonstrated ability to developing workable solutions to problems
* Experience in data analysis and reporting
* Proven record in establishing and maintaining relationships with individuals, groups or agencies external to the organisation
* Able to analyse information from a variety of sources, make sound judgements and assumptions based on fact
* Demonstrated PC skills including Microsoft products (Word, Excel, PowerPoint, E-mail) and research tools (internet and database use)
* Understanding of modern facilities management systems
* Flexibility to work in all areas of office operations as required to ensure the continued operation of the Facilities team
* Commitment to service excellence.

## Attributes

* **Respect** - At all levels including respect for colleagues, organisation, the customer and the product to maintain an appropriate work environment.
* **Collaborative** - Facilitate collaboration and communication, through tools, and behavioural norms to improve the quality and number of collaborative discussions thereby enabling efficient completion of tasks and complex problems to be solved.
* **Strive for** **Improvement** – Ensure continuous improvements through a flexible approach including problem solving, reflection and retrospection. This also applies to taking opportunities to learn and develop skills for yourself and the team.
* **Pride in Delivering Value** – Take pride in the development and delivery of work towards a shared goal that delivers value to the customer.
* **Ability to Adapt to Change** – Be comfortable with ambiguity, and flexible to adapting to changing demands and priorities.
* **Approachable** – Exhibit a friendly and open attitude to ensure people feel comfortable to speak, and confident that any concerns will be heard and taken seriously.
* **Engaged** – Display a genuine interest in your team and their individual requirements around their support, care and development.

## Key relationships

### Internal

* Workplace Services staff
* MSD managers and staff
* Other key stakeholders

## External

* Contractors
* Suppliers
* Visitors

## Other

### Delegations

* Financial – No
* Human Resources – No

### Direct reports – No

### Security clearance – No

### Children’s worker – No

### Travel - Travel may be required

**Position Description Updated:** August 2021