# Ministry of Social Development logo

#  Facilities Management Lead

# Workplace Services

## 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 Management Lead oversees the day-to-day operations of the facilities management team, ensuring the efficient and effective delivery of services. This position involves managing team members, coordinating maintenance activities, and implementing strategies to optimise facility performance and meet organisational objectives across all of the Ministry’s (MSD) sites nationwide. The team will ensure sites and assets are available to support MSD service delivery and are performing at optimal levels and operating costs.

The Facilities Management Lead will champion the development of MSD’s facilities management capability and capacity to deliver cohesive outcomes and ensure supplier engagement and performance delivers to services standards required.

This position provides operational management to the team and ensure they deliver high-quality advice and support relating to facilities management.

### Location

National Office

### Reports to

National Manager, Facilities Management

## Key responsibilities

### Facilities Management Strategy

* Develop a Facilities Management Strategy that ensures MSD practices meets current and future requirements.
* Provide technical oversight across MSD’s property portfolio and Workplace Functional areas to ensure quality and consistency of Facilities Management Practice
* Provide Facilities Management specific advice to Senior Leaders in the group and across MSD.
* Champion Facilities Management practices, ensuring long-term retention of skills and intellectual property, facilitating a culture of knowledge sharing.

### Facilities Management Leadership

* Manage the delivery of client focused facilities management services through the combination of effective team, partner and supplier performance to ensure sites and assets are fit for purpose and operating optimally.
* Ensure there is reliable and timely performance information on sites as well as asset performance and there is effective escalation systems for service or safety risks and failures.
* Lead the deployment of strategy, core practice standards, processes, and procedures to support successful Workplace facilities management across the property portfolio.
* Ensure that our work practices and that of our partners and suppliers keep our people, our partners and our customers safe and compliant with relevant industry and safety regulations.

### Stakeholder and Relationship Management

* Build and maintain effective working relationships with key external and internal stakeholders and ensure the provision of accurate, timely, and relevant information on Facilities Management services.
* Ensure we have great internal and external partnerships and facilities service supply contracts with clear performance standards.
* Ensure facilities supply contracts are current, meet MSD’s evolving needs and follow good commercial and government procurement and property practice.
* Demonstrate credibility and integrity in all working relationships based on mutual professional respect and ethics and ensure MSD values underpins your relationships across the business and with clients.
* Engage and collaborate with other Workplace and MSD Managers and teams, to ensure consistent levels of service quality and maximising the benefits of continuous improvement initiatives.
* Demonstrate good stewardship in the way you engage with stakeholders and interest groups building their trust and confidence in MSD.

### Risk Management

* Develop strategies to manage issues / risks as they arise and plan for risk areas that are inherent in what we do and the service we deliver.
* Have an understanding of the organisation’s risk management approach and apply this when assessing, elevating and mitigating risks / issues.
* Identify risks, providing advice on actual or potential risks and impacts in a timely and reliable manner, directing problem solving, risk mitigation and issue resolution as required.
* Ensure relevant senior managers and decision makers are aware of risks and issues in a timely manner utilising a ‘no surprises’ approach.

### People Leadership

* Provide staff with clear leadership and direction which supports the MSD Workplace operational plans and strategic direction for Facilities Management.
* Establish clear accountabilities and expectations of behaviour and performance within the team, encouraging and rewarding innovation and celebrating success.
* Ensure there is sufficient capacity and capability to deliver facilities management services to meet daily service demand, including workforce and workflows.
* Lead people management activities for your team including recruitment, induction, and management of performance issues.
* Lead and support initiatives to increase responsiveness to Māori and actively work to include Te Ao Māori into daily ways of working, your team culture and our service culture.
* Your inclusive leadership style will promote diversity and inclusion, using diverse perspectives to enhance decision making and lead a people centred culture.
* Model and lead by example the MSD values and our people centric culture. Your team will incorporate the values in their everyday ways of working, understanding that how they do things and how they behave is just as important as what they deliver.

## Embedding te ao Māori

* Embedding and building on Te Ao Māori within their leadership role.
* Create the conditions for Te Ao Māori and Te Tiriti o Waitangi in all decisions to ensure Te Pae Tata is delivered and embedded in your business group.

## Health, safety and security

* Ensure health, safety and security across the wider operational facilities system works to effectively support the management of risks, safety is prioritized at all levels to ensure staff are protected and their wellbeing is a priority when working off site or from home.
* Understand and implement your manager accountabilities as outlined in the HSS Accountability Framework.
* Ensure health, safety, security and wellbeing policies and procedures are understood, followed and implemented by all employees.

## Emergency management and business continuity

* Contribute to the Regional Emergency Management and Business Continuity planning from a facilities lens, confirming management of the critical functions that satisfy legislative, regulatory, and service delivery obligations are in place during and after a disruptive event.
* Take responsibility for emergency management and business continuity confirming management of the critical functions that satisfy legislative, regulatory and client obligations are in place during and after a disruptive event.
* Ensure that policies and procedures encompassing emergency management, business continuity and crisis management arrangements are understood, followed and implemented by employees.

## Know-how

* Tertiary Level qualification in Facilities Management or Building Services or relevant equivalent experience.
* Extensive management level experience (5 years +) in leading the Facilities Management function in a large and distributed organisation.
* Demonstrated senior experience in developing and implementing systems that continuously improve Facilities Management performance.
* A strong service orientation with a consulting and engaging style of delivery, builds trust and credibility.
* Proven people leadership skills and ability to manage a specialised and diverse team including well developed people skills to manage performance, coach and develop staff.
* Demonstrated customer service commitment.
* Strong problem-solving skills and the ability to exercise sound judgement in decision-making.
* Excellent communication skills, both verbal and written.
* Understanding and ability to apply relevant legislation, policies, and practices.
* Knowledge and experience planning and deploying business continuity management solutions.
* Experience in a public sector context and working knowledge of New Zealand machinery of government and government procurement policy.

## 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.
* **Accountable** - Delivers on their promises and holds themselves accountable.
* **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.
* **Innovative** – Able to come up with creative solutions and inspires others to be creative.

## Key relationships

### Internal

* Workplace Services management and staff
* Commercial Operations management and staff
* Other managers and staff across MSD business

### External

* Contracted providers
* Other government agencies Other

## Other

### Delegations

* Financial – Yes
* Human Resources – Yes, Level 5

### Direct reports - Yes

### Security clearance - No

### Children’s worker - No

Limited adhoc travel may be required

**Position Description Updated:** June 2024