



Role Description

Date of last review: October 2015

Title:	Conservation House Facilities Officer	Position No:	100/8141
Business Group:	Corporate Services	Manager's title:	Team Lead, Facilities
Location:	National Office, Wellington	Band:	C

Public Service

Ka mahitahi mātou o te ratonga tūmatanui kia hei painga mō ngā tāngata o Aotearoa

I āianeī, 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.

Te Kaupapa a Te Papa Atawhai

At Te Papa Atawhai, we express our spirit of service and serve Aotearoa through our purpose, *Papatūānuku Thrives*. This organisational strategy, Te Kaupapa a Te Papa Atawhai, puts nature and people at the heart of everything we do. Te Kaupapa is anchored by te reo Māori and te ao Māori, recognising that Te Tiriti o Waitangi and our relationship with our whānau, hapū and iwi are central to all our work.

Purpose of the role

- To provide building management services for Conservation House (CH).

Role Accountabilities

Accountability Area	Activities	Performance Indicators
Leadership	Coach and develop others in your area of speciality Use sound judgment to make	You identify opportunities to pass on knowledge and information that grows the capability of others

Accountability Area	Activities	Performance Indicators
	effective and timely decisions Identify priorities and spends own time on these priorities Behave with openness, professionalism and integrity upholding the principles of the Standards of Integrity and Conduct	• Your decisions are seen to achieve the appropriate outcomes and are supportable • Your manager sees you prioritising your work and focusing on the most important activities • You behave in accordance with the principles of the Standards of Integrity and Conduct
Collaboration	Builds and maintains collaborative relationships internally and externally for the purpose of achieving greater conservation outcomes by: • Placing strong emphasis on anticipating, identifying and responding to customer/user needs • Monitoring relationships and resolving critical issues promptly • Contributing positively to a high performing, engaged team	• You willingly share ideas, information, good practice and learnings with others to help make them successful. • You are seen as being helpful and proactive when interacting with customers/users • You willingly undertake your share of activities within your team to ensure effective delivery • You maintain good working relationships internally and externally and raise issues with your manager when necessary
Functional Area	Provide fit for purpose building management services • Be the 1st point of contact to manage key supplier (including the Building Owner)/ contractor relationships to ensure building services meet the required standard • Be the 1st point of contact for day to day CH issues raised by the CH Reception team • Exercise day to day decision making for issues management as agreed with the Principal Advisor Property • Ensure CH building maintenance issues are resolved in a timely manner • In terms of CH facilities management deputise for the Principal Advisor Property when required	• You are seen to be proactive in finding ways to improve efficiencies in your area of work

Accountability Area	Activities	Performance Indicators
	- Identify and recommend improvements to building management services and systems - Continuously seeking input from customer feedback on service provision - Management of staff and equipment relocations - Ensure appropriate building compliance requirements are met Enable a safe, sustainable and healthy building - Health and Safety and business continuity planning supported and training supplied to staff - Assume the role of deputy Head Warden - Manage Conservation House security processes - Continue to explore sustainable solutions for Conservation House Provide administrative support to the staff and managers within the Business Shared Services Unit Contribute within your area of specialty to deliver results that are integrated well into the whole DOC business Scan the external environment for information, trends, best practices and innovation Support the implementation of best practise	
Administration	Comply with organisational systems and processes Comply with the Department's Health and Safety policy and guidelines and take all practicable steps to ensure your own safety and the safety of others in the workplace	- You comply with all mandatory systems - You contribute to improving and streamlining organisational systems - You report all incidents and hazards

Accountability Area	Activities	Performance Indicators
Learning	Seek and act on learning opportunities to increase effectiveness in role Demonstrate effective learning as normal practice Support the learning and development of others	- Your manager can see you learning from experience and you share with others - You are seen to be actively looking for development opportunities to grow your capability
Work Management	Complete all duties and responsibilities in accordance with your Performance and Development Plan and as outlined in the work programme Deliverables reflect the Department's partnership with tangata whenua and support our functions under Section 4 of the Conservation Act	- Your work plans are delivered and tracked and managers are aware of obstacles to achievement of performance goals - You report progress on deliverables, financial and non-financial indicators, risks and issues to your manager

For more detailed information about the role accountabilities refer to the Business Plan, Performance and Development Plan, and Operating Reviews of the position holder.

Capability Area	Competencies
Valuing the work of the role	Commitment to Excellence Sets high personal and professional standards; assumes responsibility and accountability for the successful completion of projects, assignments or tasks. Consistently gives careful attention to all the detailed aspects of a role, shows a high concern for accuracy. Organisation and Role Connection There is a strong connection to the goals of the Department and an appreciation of the constraints within which these goals can be achieved. There is good alignment between what the individual enjoys and the role they are undertaking.
Leadership ability	Building and Sustaining Collaborative Relationships Identifies, develops and sustains effective, productive, collaborative and outcome oriented relationships (internal and external to the organization) to achieve conservation goals. Working as one organization, actively engages in building relationships to share expertise and knowledge to achieve goals. Personal Leadership

Capability Area	Competencies
	Builds trust with others; identifies and seizes opportunities to promote the work of the Department. Seeking Agreement Reaches agreement or gains acceptance of a particular course of action through effectively defining the benefits and exploring alternatives; uses effective interpersonal skills and demonstrates determination in achieving desired outcomes.
Agile mind	Analysis and Decision-Making Engages in thorough analysis through gathering relevant information; sees the ‘whole’ and the complexity of connections (this is a “systems thinking” approach to decision-making); takes into account factual information; develops robust recommendations and makes timely, sound decisions. Planning and Organising Plans and organises activities and projects for self and/or others; organises tasks to make best use of time and resources; and tracks achievement of key objectives. Situational Awareness Keeps abreast of science, political, economic, social and commercial imperatives and trends relative to their area of business; recognises opportunities and risks and responds appropriately.
Emotional intelligence	Communication Conveys information and ideas through a variety of mechanisms in a manner that engages key audiences and reflects the Department’s Vision, Values and Strategic Direction. This may include speaking, writing and listening and covers both formal and informal situations. Initiative/Innovation Develops new, innovative yet practical ideas, rethinking how to approach work. Takes action to achieve results beyond what is normally called for; looks for opportunities to improve own and the organization’s performance. Iwi, Stakeholder, Business and Community Focus Understands the needs of iwi, stakeholders, business and community; ensures they are listened to; ensures understanding of the rationale for decisions /findings made. Personal Effectiveness Maintains effective performance even when under pressure, (such as time pressure, shifting/conflicting priorities or job ambiguity), when facing opposition from others or in an uncertain environment.

Capability Area	Competencies
	Self Awareness Recognises one's emotions and feelings and their effects; recognises the impact of own behaviour on others; acts professionally at all times.
Skilled use of relevant knowledge	Health and Safety Awareness Promotes a culture where health and safety are seen as integral to success. Is aware of and takes into account conditions that affect own and others' health and safety. Knowledge Management Manages knowledge and information to ensure it is secure and to enable appropriate access by others in the organisation. Learning Agility Acquires, understands and applies new job-related information, knowledge and skills in a timely manner Technical Knowledge & Skills Experience in management of building and facilities processes and standards and procedures including building compliance regulations Expert knowledge of Health and Safety and Disaster evacuation practices Experience of managing building security systems Has familiarity with the Microsoft Office Suite of applications Expert knowledge of financial processes and procedures Working with Māori Engages with iwi and tangata whenua to achieve work goals aligned with the Principles of the Treaty of Waitangi; demonstrates an understanding of the implications of the Treaty on their work.

Relationship Authorities

This section describes the expectations and boundaries the role has with key roles and Groups.

Internal groups	
All staff at National Office The management and staff at the Wellington Office Wellington Visitor Centre staff	The Conservation House Facilities Officer is expected to achieve productive and positive relationships with these key people or organisations to promote the effectiveness of the Department and its property and facilities.
External groups	

All National Office contractors
The Conservation House
building manager and owners
Training providers
External visitors including
tour groups

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Authorities

You are required to comply with the standard operating procedures of the Department. In addition you must comply with the financial, human resources, legal and other delegations set out in Standard Operating Procedures, policies and instructions (Refer to the Intranet for further information).

APPROVED:

Name:



Date:

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December 2013