



Position Description

Position title:	Facilities Manager	Date:	Sept 2026
Reports to:	National Property Operations Manager	Department:	Property & Development
Number of reports:	Direct: ~ 0	Location:	Auckland (ASC)
Delegated financial authority:	NA	Budget ownership:	No
Level of influence:	Leading others		

Our Organisation

At Southern Cross Healthcare, our vision is to help people live their best lives by reimagining healthcare.

Across our nationwide network, we combine the skills of more than 4,000 people including nurses and anaesthetic technicians, working with specialists, surgeons, anaesthetists, and allied health practitioners.

As New Zealand's largest private provider of healthcare, our strong "for purpose ethos" and through being recognised as one of New Zealand's leading and most trusted brands, we are poised to amplify the delivery of healthcare services like no other.

Vision	Purpose
Our vision is for what we aspire.	Our purpose is why we exist.
To help people live their best lives by reimagining healthcare.	To advance the provision of quality healthcare in Aotearoa New Zealand.

Values and Behaviours

Care First: Care is at our heart. It's the foundation of who we are and how we approach our mahi. Through genuine manaakitanga, we deliver a quality of care that makes healthcare more human.

Better Together: Our strength comes from connection and collaboration – we bring together our diverse skills, perspectives, and experiences in the spirit of partnership and kotahitanga. We all play our part creating better outcomes for everyone.

Pursue Excellence: Every day brings a new opportunity to improve, innovate, and excel. We don't settle for 'good enough'. We're here to do our best work, delivering our best care for the people and communities we serve.

Role Purpose

To provide pro-active, timely and effective management of the hospital facilities and grounds. Including but not necessarily limited to;

- Facility refurbishment
- Local business development opportunities – new services, expansion, upgrades
- Repairs and maintenance programmes (buildings, & biomedical)
- Building plant & machinery (with a strong focus on sterilisation, HVAC)
- Energy use and efficiencies
- Management of the hospital plant and systems including boilers, generator, chiller, pumps etc.
- To manage all external contractors with regards to the maintenance of the hospital buildings, grounds, relevant plant, and equipment
- To liaise with the service provider for the management of services related to annual IQP inspections and reporting
- To assist the Hospital Manager to achieve the hospital's business objectives by implementing and maintaining efficient systems and processes to actively reduce non-clinical service provision costs

Key Relationships

Internal

- Hospital General Manager
- Department Heads
- Quality Facilitator
- Health & Safety Committee
- Infection Control Coordinator
- National Facilities Manager
- Other hospital staff

External

- Visitors and contractors
- Vendors and providers

Key Accountabilities

Management

- Participates with on call responding to afterhours facilities problems to ensure the seamless operations of the hospital
- Negotiation with, and facilitation of, external contractors in terms of maintaining the interior and exterior of all the buildings onsite. Ensures that contractors
- are providing a cost- effective service to the organization
- Project manages essential central services activities
- Manages the security needs of the campus
- Ensures the campus grounds are maintained at high standard
- Provides education to staff and tenants regarding plant, compliance issues and Health & Safety across the buildings located within the campus
- Supports hospital IT and VOIP, liaising with SX IT support as appropriate

Planning & Performance

- Participates in the Hospital Management Team to ensure facilities and equipment are maintained/upgraded as required in order to meet Medical Specialist's and patient needs and the best use of resources
- Participates in the hospital annual budget preparation
- Appropriate delegations are in place to ensure:
 - Equipment is appropriately coordinated, maintained and monitored
 - Equipment maintenance schedules are maintained and monitored
 - Ensures all buildings meet health and safety requirements and that facilities comply with legislation (HDSS, Building, etc.) which includes keeping accurate records
- Optimizes the efficiency and economy of the buildings and Hospital and ensures assets are protected and costs are managed
- Manages costs and expenditure within budget and allocated resources
- Assists in the preparation of capital proposals for the Site

Quality & Risk Management

- Quality auditing processes are implemented for all key aspects of service delivery. Audits are reviewed and improvements initiated to ensure systems support continuous quality improvements
- Effective systems are in place to support staff and to ensure patient safety
- To work within the Hospital's Policies, Guidelines and Clinical Standards of Practice
- Incidents are investigated and reported appropriately using the Incident & Reporting Management System
- Identifies risks and manages appropriately as per the Safety, Quality and Risk Management System
- Reports all faulty equipment to the relevant department manager/ Hospital Manager
- Assists with compliance with Ministry of Health standards, hospital certification and workplace safety audits
- Understands and applies Health & Safety practices applicable to contractors working in a live environment

Individual Responsibility

- Models the principles of the organisational values
- Motivated and skilled staff are attracted and retained
- Deploys staff effectively to meet the requirements of the business
- Orientation and mentoring programmes are in place and evaluated
- Annual performance review is undertaken for all staff
- Training and development needs are identified in consultation with the Hospital Manager

Health, Safety and Wellbeing

- All employees are responsible for complying with health and safety policies and procedures.
- You are responsible for your own health and safety while at work and ensuring that your actions or inactions do not put others at risk.
- Identify, report and self-manage hazards where appropriate.
- Ensure that you complete early and accurate reporting of incidents at work.
- Participate and co-operate for shared health and safety responsibilities
- Actively participate where improvements to health and safety at SCHL can be made

Commitment to the principles of Te Tiriti o Waitangi

- Demonstrate awareness and understanding of Te Tiriti o Waitangi obligations through manaakitanga (respect) and kawa whakaruruhau (cultural safety) as evidenced in interpersonal relationships.

Commitment to Diversity, Equity and Inclusion (DEI)

- Honour diversity by acknowledging and respecting others' spiritual beliefs, cultural practices and lifestyle choices as evidenced in interpersonal relationships.
- Seek opportunities to include diversity, equity and inclusion practices in everyday work.

Commitment to Environment, Social and Governance (ESG)

- Engage in sustainable practices whenever possible. Try to reduce the environmental impact of your work and take an active role to initiate change to meet Southern Cross' ESG (Environmental, Social and Governance) commitments.
- Actively engage to improve your knowledge regarding sustainable practices whenever possible.

Role Requirements

Experience and skills required:

- Experience managing external contractors
- Experience in the building and/or engineering trades with the ability to manage plant, operational facilities, and external contractors
- Keen handyman

Experience and skills desirable:

- Proven experience in facility maintenance
- Experience managing a hospital facility

Education and qualifications required:

- Trade certification

Education and qualifications desirable:

- Relevant tertiary qualification. Boiler Operator certification. Trained in use of medical gas pipelines systems

Leadership Attributes

Human Centred Leadership

- Empathy
- Adaptability
- Connection

Performance Coach

- Accountability
- Engagement
- Collaboration

Change Enabler

- Execution
- Energy
- Contribution

