



## Position Description

<b>Position title:</b>	National Technical Operations Manager	<b>Date:</b>	November 2024
<b>Reports to:</b>	General Manager Property and Development	<b>Department:</b>	Property and Development
<b>Number of reports:</b>	Direct: NA Total (include indirect):	<b>Location:</b>	National Support Office
<b>Delegated financial authority:</b>	N/A	<b>Budget ownership:</b>	N/A
<b>Level of influence:</b>	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

Our vision is for what we aspire.

**To help people live their best lives by reimagining healthcare.**

## Purpose

Our purpose is why we exist.

**To advance the provision of quality healthcare in Aotearoa New Zealand.**

## Values and Behaviours

**Teamwork:** We will work together because we know that a strong team will always outperform strong individuals.

**Responsibility:** We will take ownership and pride in our work. We will act with integrity and be accountable for our behaviour.

**Respect:** We will act fairly in a culture of mutual trust and respect.

**Aspiration:** We will aspire to be the best we can be. We will recognise and celebrate success.

## Role Purpose

The purpose of this role is to provide strategic direction and oversight of building services within Southern Cross hospitals to ensure they are designed, operated, maintained, and replaced with minimal disruption to hospital functionality. You will ensure compliance with regulatory requirements and that proactive maintenance programmes are in place.

The National Technical Operations Manager is responsible for reviewing and assisting in the design and commissioning of building services across all projects. You will be responsible for establishing strategies, principles, and guides for the local technical resources and holding them accountable to deliver.

## Key Relationships

### Internal

- General Manager – Property and Development
- Property & Development team including the Head of Portfolio, National Operations Manager, and the Project Delivery Managers.
- Hospital Facilities teams
- NSO employees

### External

- Suppliers, consultants, and contractors

## Key Accountabilities

### Strategy & Planning

- Monitors global trends in building services and makes recommendations on new technology to be incorporated into hospitals
- Reviews best practice in energy efficient technologies and environmental initiatives. Provides cost/benefit analysis so economic benefits are understood and decisions are made about their adoption
- Develops policies and procedures on building services design and maintenance
- Monitors developments in regulatory compliance standards and ensures on going compliance of building services and equipment is achieved

### Acquisition & Asset Management

- Answers queries and provides support the National Operations Manager as requested
- Assists in annual budget setting across all aspects of the hospital portfolio
- Ensures briefing documentation for building services reflects current requirements

### **Development Management**

- Provide strategic advice and coordination of design for major capex projects
- Play a high level strategic advisory role in major CAPEX projects as

### **Operational Management**

- Reviews, designs, and monitors the commissioning of services to ensure they meet specified criteria
- Oversees Facilities Review's to assist hospitals to meet regulatory compliance (MoH, BWoF, EH&S)
- Work with procurement to negotiate national contracts for building services to ensure the cost effectiveness of services provided to hospitals
- Assists the GM of Property and Development as requested
- Provides advice and assistance on Facilities Managers performance and recruitment as required
- Provide guidance on best practice plant and equipment maintenance
- Work within the commercial constraints of the business and have an understanding of key drivers for decision making.

## **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 ensure that your actions or inactions do not put others at risk.
- You will 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**

- Demonstrates 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.
- Seeks opportunities to include diversity, equity and inclusion practices in everyday work.

### **Commitment to the Environment, Social and Governance (ESG)**

- Engages in sustainable practices whenever possible. Employee tries to reduce the environmental impact of their work and take an active role to initiate change to meet Southern Cross's ESG (Environmental, Social and Governance) commitments.
- Employee actively engages to improve their knowledge regarding sustainable practices whenever possible.

## **Education, Knowledge, and Skill Requirements**

### **Minimum experience required:**

- 10+ years' experience in a similar role
- Evidence of working within a multi-site management of plant and equipment.

### **Minimum education and training required:**

- Tertiary degree in Engineering or other equivalent building services qualification

<ul style="list-style-type: none"> <li>• On site working with plant &amp; equipment</li> <li>• Strong reporting and governance experience.</li> <li>• PC skills – Microsoft Office, Outlook</li> <li>• Design of building services on construction projects</li> <li>• Thorough knowledge of NZ Building Code and NZ Standards</li> </ul> <p><b>Experience desirable:</b></p> <ul style="list-style-type: none"> <li>• Work in the healthcare environment</li> <li>• Project management skills and experience</li> </ul>	<p><b>Education and training desirable:</b></p> <ul style="list-style-type: none"> <li>• Trade qualification in a building service</li> </ul>
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<b>Personal Attributes</b>	
<p><b>Human Centred Leadership</b></p> <ul style="list-style-type: none"> <li>• Empathy</li> <li>• Adaptability</li> <li>• Connection</li> </ul> <p><b>Performance Coach</b></p> <ul style="list-style-type: none"> <li>• Accountability</li> <li>• Engagement</li> <li>• Collaboration</li> </ul>	<p><b>Change Enabler</b></p> <ul style="list-style-type: none"> <li>• Execution</li> <li>• Energy</li> <li>• Contribution</li> </ul>