

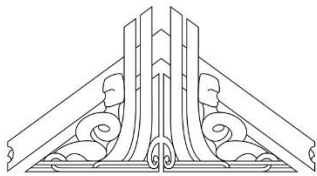
TOI-OHOMAI

Institute of Technology

JOB DESCRIPTION

Job Title:	Facilities Administrator
Department:	Facilities
Reports To:	Campus Services Manager
Job Purpose:	<p>The Facilities Administrator is a member of the Facilities Team that is part of the Corporate Services Directorate</p> <p>The Facilities Administrator will:</p> <ul style="list-style-type: none"> provide effective and efficient administrative support to the Facilities Team and deliver quality, timely and accurate information to internal and external customers by being exceptionally customer focused and multi-skilled in all facets of the Facilities Team administration, finance, staff and student support
Date:	July 2020

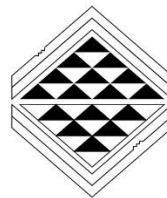
Toi Ohomaitanga: how we act and behave at Toi Ohomai will be guided by our values



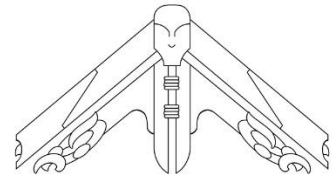
WHANAUNGATANGA



TOITUTANGA



MANAAKITANGA



KOTAHITANGA

Toi Ohomai Institute of Technology Strategic Intent

Globally education is undergoing disruptive change, driven by technology; learner expectations of employment outcomes; as well as employer & government expectations of relevance and value. Delivery models have changed more in the past 10 years than in the previous 1000 years and are expected to change even more rapidly. In this context Toi Ohomai will systematically and continuously adapt to ensure that its education models and practices are relevant; that our technology, systems and processes meets future business needs; that staff capability and culture embraces change; and our physical asset base meets future learning needs, with a specific focus on improving access to education and enabling employment opportunities throughout the Bay of Plenty.

Toi Ohomai's ability to produce the best possible outcomes for our students, communities and business through seamless connectivity with our regional stakeholders, and Iwi in particular, is critical to the social, cultural, environmental and economic wellbeing of the wider Bay of Plenty region.

Toi Ohomai's Strategic Intent is to:	We will:
1. <i>have meaningful and effective partnerships</i>	<ul style="list-style-type: none"> a. Be a strategic education partner to Iwi, industry and the communities in the region. b. Recognise Iwi of the region as rights holders. c. Work collaboratively with other education providers. d. Work closely with government agencies.
2. <i>deliver tertiary education, research and</i>	<ul style="list-style-type: none"> a. Ensure that we understand and meet the tertiary education

<i>technology transfer to meet the needs of the region.</i>	<p>needs of the region.</p> <p>b. Provide accessible and adaptable pathways for learners.</p> <p>c. Develop our discipline and research strengths to align with those of the region.</p> <p>d. Be active in technology transfer and applied research for industry.</p>
3. be innovative and support innovation	<p>a. Create an organisational culture that encourages and supports innovative practice.</p> <p>b. Develop activities that support new innovators and entrepreneurs in our region.</p> <p>c. Embrace and share new technologies and practices in education and industry.</p> <p>d. Build our capability and delivery of STEM subjects and courses.</p>
4. be learner-centred	<p>a. Offer a range of services to support student success prior to enrolment, during their study and beyond graduation.</p> <p>b. Tailor our educational delivery to suit the needs of the learners and to enhance their employability.</p> <p>c. Ensure our campuses, programmes, delivery and support mechanisms engage and support Maori and Pasifika students to achieve success.</p> <p>d. Create a culturally-safe environment for all learners.</p>
5. be a sustainable organisation	<p>a. Ensure that we are financially responsible and sustainable.</p> <p>b. Develop revenue streams appropriate to our core purpose.</p> <p>c. Maintain the highest standards of health and safety for our staff and students.</p> <p>d. Develop the capability of our staff to meet the future needs of the organisation.</p> <p>e. Minimise our negative environmental impact.</p> <p>f. Contribute to the social cohesion of our communities.</p>

Resource Management:	
Financial Authorities:	Staff Authorities:
<p>Budget owner: No</p> <p>Delegated Financial Authority as per Toi Ohomai's Delegations Policy: Yes</p>	<p>Number of Direct Reports: 0</p> <p>Number of Indirect Reports: 0</p> <p>Responsible for contract staff, and/or coaching, training of others: No</p> <p>Responsible for new employee hire: No</p>

Functional Relationships:	
INTERNAL	EXTERNAL
<ul style="list-style-type: none"> Facilities team Facilities manager Head of Facilities Leadership team members IT department Student Administration / Registry Health and safety Manager All Staff 	<ul style="list-style-type: none"> Contractors and consultants- to provide assistance with site activity e.g. access, safety documentation, parking availability, monitoring of performance Public as required Security Air New Zealand for bookings Insurance Companies Student Accommodation as required

<ul style="list-style-type: none"> Operations Coordinator and team 	<ul style="list-style-type: none"> External bookings
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High Level Competencies for Employees:

- Mana:** Demonstrates a credible, experienced and dignified demeanour that reassures others, commands respect and conveys an image that is consistent with the organisation's vision and values. Conveys respect towards others, preserving their own dignity and mana.
- Growth:** Enable one's self, others and the organisation to develop and improve. Empowers others to flourish through enhancing knowledge, skills and behaviours. Is open to change, is creative and supports innovation.
- Drive:** Demonstrates determination, motivation and is committed to excellence and results. Strives for continuous improvement and high performance while balancing a concern for people and due process. Is persistent in the face of resistance or setbacks.
- Energy:** Goes about work in an optimistic, dynamic and enthusiastic way. Is willing to take the initiative and confidently makes decisions. Does not shy away from challenges and is resilient when faced with failure, treating it as a learning experience.
- Collaboration:** Is cooperative with individuals at all levels of the organisation and amongst related communities. Consults with others to gain their commitment and encourages involvement and accountability. Shares important or relevant information with others. Fosters a cohesive environment.
- Biculturalism:** Demonstrates recognition of Te Tiriti o Waitangi and the partnership between Maori as tangata whenua and all other people. Develops biculturalism in and for their practice/ delivery in order to best meet the needs of our region and student population.

Key Competencies are:

The Primary responsibility of the Facilities Administrator is to provide excellent service to Toi Ohomai staff and students to ensure the facilities are run and maintained to provide a great learning and working environment for staff and students

The delivery of all key responsibilities should align to the delivery of Toi Ohomai's Strategic Intent and values.

The following list articulates the generic key responsibilities that the Facilities Administrator will provide. In addition to these the employee may also be required to undertake reasonable tasks and project beyond these responsibilities.

Key Competencies:	Expected Outcomes:
<p><i>Meaningful and effective partnerships</i></p> <ul style="list-style-type: none"> Connect with various areas of Toi Ohomai, maintain good relationships and ensure all necessary service is given to support the organisation Develop and maintain positive working relationships with staff, students, visitors, contractors and the community Provide relief to team members during leave or peak workload To participate in an after hours roster as needed. This roster will be negotiated with the Facilities Manager Maintain clear and open communication lines with the Facilities Manager The provision of high quality customer service in the delivery of information, assistance, problem resolution and supply for staff, students and visitors to the Institutions facilities – a service that focuses on resolving problems and issues Collaborate and cooperate with others to enable the Facilities team to achieve its overall objectives and contribution to Institutional achievement; 	<ul style="list-style-type: none"> All internal customers are satisfied with the services and products provided by the Operations team, enabling them to complete their KPIs for students Feedback from team members shows a positive team environment fostered with clear direction and performance development guidelines are met. Strong working relationship is established with Operations Coordinator Customer services are delivered to expected standards. A positive and respectful relationship is maintained with all stakeholders. The facilities team and objectives are appropriately supported. Appropriate levels of relief support is provided to team members when required during leave or peak workloads Skills level currency requirements are maintained. Participation in the Performance management systems and training programmes are collaboratively and cooperatively undertaken as required.

<ul style="list-style-type: none"> ● Provide relief to team members (where appropriate) during leave or peak workload; ● Participates in a performance management system in line with Institution policy and undertakes any training or development activities as agreed with the Manager; ● Assist with coordination of day to day activities on site to deliver a clean, accessible, working & safe environment and assets for all users; ● Assist in ensuring that all facilities are set up for daily use; ● Support the daytime cleaning requirements; ● Assist in managing all initial customer liaison to resolve immediate issues & customer generated problems; ● Assist in providing first level response to maintenance repairs with completion of minor repairs; ● Assist in providing support for external users; ● Assist with monitoring contractors performance; ● Assist in management of inwards goods; ● Respond to emergencies as a member of the Polytechnic Emergency First Response Team; ● Complete allocated asset audit tasks as directed; ● Assist with Quality Assurance checking as directed; ● On occasion provide assistance across campuses as required 	<ul style="list-style-type: none"> ● The Polytechnic working environment is clean, accessible and safe for all users; ● All facilities are set up for daily use as requested; ● Required cleaning is undertaken in a timely manner; ● Customer issues are resolved in a customer focused and timely manner; ● Minor maintenance repairs are completed in a timely manner to a satisfactory level; ● Satisfactory assistance is provided in supporting external users; ● Satisfactory assistance is provided in monitoring contractors performance; ● Inwards goods are delivered in a timely manner to the appropriate person; ● As a member of the First Response Team, responds in a timely manner to all emergencies; ● Satisfactory assistance is provided with Quality Assurance checking; ● Satisfactory support of the on call service is provided.
<p><i>Technical support and delivery.</i></p> <ul style="list-style-type: none"> ● The provision of high quality customer service in delivery information, assistance, problem resolution and supply for staff, students and visitors to the Toi Ohomai facilities – a service that focuses on resolving problems and issues; ● Negotiating and managing external contractors as needed ● Delivering projects to acceptable quality standards without disruption to teaching activities, students and employees. ● Continuously update knowledge and skill relating to technology; ● Participates in a performance management system in line with Institute policy and undertakes any training or development activities as agreed with the Manager; ● Comply with the Toi Ohomai Health and Safety procedures, including all specialised requirements related to the role; 	<ul style="list-style-type: none"> ● All work assigned completed on time and to the required standards, communication with other interested parties ● Facilities department Quality Assurance procedures are successfully undertaken. ● Customer feedback shows high level of satisfaction. ● Technical upskilling completed as determined by manager ● Performance management meetings completed and standards met ● No Health and safety breaches ● Customers are directed to the appropriate person, this is done promptly, and customers are satisfied; ● Feedback evidences that positive relationships with customers are established and maintained; ● Information given is accurate and timely; ● All jobs logged into Hardcat are assessed and resolved or allocated to the appropriate person in a timely manner. ● All Facilities records are accurate and up to date;

<ul style="list-style-type: none"> • Effective & efficient completion of work assigned to expected standards; • Comply with Facilities department Quality Assurance procedures • Provides professional, efficient and friendly reception, telephone and e-mail services for internal and external customers; • Develops and maintains positive relationships with customers and provide a professional, consistent and responsive service; • Provides an efficient, high quality problem identification and response via Facilities Services (including Hardcat). • Maintain accurate record keeping for the Facilities Team (including energy data, keys, travel insurance, security, travel, accommodation, preferred suppliers and vehicles fleet); • Provide effective and efficient administration, invoicing and account payment service for activities within the responsibility of the Facilities team including expense invoices, repairs & maintenance, consumables and student houses; • Maintains office equipment, stationery and other team supplies including appropriate internal and external forms. • Provide an efficient travel and accommodation booking service for internal customers; • Provide effective and efficient provision of access (e.g. keys) and security services to Institute facilities for authorised people; • Manages and co-ordinates the Institute vehicle bookings (pool car) • Ensure all offsite communication and safety equipment is correctly allocated and appropriate parties are informed; • Provides relief (where appropriate) to team members during leave or peak workload. 	<ul style="list-style-type: none"> • All external and internal invoices are processed in an accurate and timely manner to meet monthly deadlines; • Team stationary supplies and office equipment are maintained. • All travel and accommodation requests are actioned in an accurate and timely manner; • Appropriate access and security is granted to all authorised people using keys and fobs; • All Vehicle bookings are co-ordinated and managed in an accurate and timely manner; • The team is appropriately supported during leave or peak workload.
<p><i>Be innovative and support innovation</i></p> <ul style="list-style-type: none"> • Contribute to an innovative customer-focused service team that enhances the quality of services for all stakeholders; • Meet the needs of leadership team leaders as much as possible to support innovation and not hinder new ways of doing things • Promote a positive environment in which employees are motivated, innovative and are contributing to continual improvement. • 	<ul style="list-style-type: none"> • Feedback demonstrates that internal stakeholders value the innovation and appropriateness of the Facilities Team outputs • Feedback shows that clients are happy with interactions with facilities team with an attitude to help and not hinder
<p><i>Health and safety</i></p>	

<ul style="list-style-type: none"> • Participates in the development and implementation of Health and Safety strategy, planning, training and practice. • Ensures Health and Safety is an integral part of all work practices. • Identifies and addresses health and safety issues in a timely manner. • Document the critical functions within areas of responsibility and implement and maintain any changes in policy; • Comply with the Polytechnic Health and Safety procedures, including all specialised requirements related to the role; • Assist in ensuring Health & Safety compliance of contractors for whom responsibility is held for supervision. • 	<ul style="list-style-type: none"> • Commitment to Health and Safety is evidenced by employee actions. • Accidents and incidents are reported and investigated in line with Polytechnic procedures. • Evidence shows that hazards are identified and controlled appropriately. • Employees show evidence of knowledge of their health and safety responsibilities. • There are no breaches of policies, procedures or legislative requirements. • Health and Safety responsibilities and requirements are successfully undertaken and remain compliant at all times. • The Health & Safety compliance of contractors for whom responsibility is held for supervision is ensured; • All work areas are well maintained resulting in no accidents or incidents due to poorly maintained areas. • Health and Safety responsibilities and requirements are successfully undertaken and remain compliant at all times. • The Health & Safety compliance of contractors for whom responsibility is held for supervision is ensured;
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Note:

The above Key Performance Indicators are provided as a guide only. You are expected in your role to undertake any and all reasonable and lawful instructions and / or delegated tasks given by your manager, or someone in a position authorised to give such instruction. The precise performance measures for this position should be discussed between the jobholder and manager as part of the performance development process.

Person Specification:	
Qualifications	
Essential:	Desirable:
<ul style="list-style-type: none"> • Clean Drivers Licence • First Aid certificate • Business administration qualification 	<ul style="list-style-type: none"> • Site Safe Certificate • Forklift drivers licence
Knowledge / Experience	
Essential:	Desirable:
<ul style="list-style-type: none"> • Minimum of four years' experience in an administration/ customer service role • A flexible outlook and an ability to prioritise workloads, cope with conflicting demands, exercise initiative and achieve deadlines. • Excellent interpersonal, customer service and communication skills and a pleasant, approachable and helpful manner. • Excellent word processing, spreadsheet, database skills, and e-mail skills. • Ability to maintain complete, tidy and accurate records. • Ability to cope with a high workload while maintaining a calm manner. • Ability to maintain confidentiality, integrity, honesty and loyalty to develop and maintain effective working relationships. • A "front desk" standard of personal presentation. • Reliability and punctuality. • Understanding and commitment to Equal Employment Opportunities and an awareness and understanding of the Treaty of Waitangi/Te Tiriti O Waitangi • Experience in working independently without supervision • 	<ul style="list-style-type: none"> • Experience in providing user support in a complex of similar size. • Experience in business management and accounting • Experience in asset and property management • Experience in facilities administration
Skills and Attributes	
Essential:	Desirable:
<ul style="list-style-type: none"> • Excellent oral and written communication skills, at an interpersonal level; • Customer service focused; • Ability to collaborate to achieve overall institutional goals; • Ability to establish and maintain positive working relationships with people at all levels; • Acts with integrity and is committed to modelling the highest standards of personal, professional and institutional behaviour; • Flexibility and self-motivation; • Positive proactive and energetic working style; 	

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| <ul style="list-style-type: none"> ● Manual lifting will be a component of this role. It is essential to possess physical capability to undertake manual handling operations with the usual stores equipment supplied (e.g. fork lift truck – sack truck – hand trolleys - electric delivery vehicles-lifting) ● Demonstrated accuracy and efficiency; ● Excellent time management skills and ability to multi-task and work under pressure; ● Able to be self-motivating and to work effectively individually and within a team; ● A high level of professional and ethical conduct ● Computer literate with a working knowledge of Microsoft word ,excel and other programmes as needed. | |
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Change to Job Description:

From time to time it may be necessary to consider changes in the job description in response to the changing nature of our work environment; including but not limited to technological requirements or statutory changes. Such change may be initiated as necessary by the manager of this position. This Job Description may be reviewed as part of the preparation for performance planning for the annual performance cycle.