

PART A: JOB SCORECARD SUMMARY

To provide clear goals, expectations and feedback so that each member of the team can significantly multiply their contribution to Wellington Regional Economic Development Agency (WellingtonNZ) and to their own success.

Name of role:	Facilities & Assets Manager
Business Unit:	Venues Wellington
Who reports to:	GM Events & Experiences
Direct reports:	Facilities/Assets Project Manager, Facilities Project Coordinator, Operational Assets Coordinator
Date:	May 2019
Purpose of the job:	<p>The Facilities & Assets Manager is responsible for managing the Facilities & Assets team and for overseeing the facilities and asset management of all WellingtonNZ/Venues Wellington managed venues, including development, implementation and review of facilities SOPs asset management plans, scheduled maintenance and renewal programmes to a high standard.</p> <p>The Facilities & Assets Manager is also responsible for overseeing the management of operational assets and equipment including equipment logistics.</p>

PART B: JOB SCORECARD DESCRIPTION

Key responsibilities: Specific actions, tasks or areas of responsibility this role will oversee.

Area of responsibility	Actions/ Tasks
Strategy development and planning	<ul style="list-style-type: none"> • Takes ownership of strategic planning, development and management of all of Venues Wellington facilities and operational assets • In conjunction with the GM Events & Experiences, develop the annual facilities and assets business plan • Set the annual facilities and assets budget and manage activities within that budget.

Facilities and asset management	<ul style="list-style-type: none"> • Work collaboratively with other Events & Experiences Managers and across their teams and venues to ensure the safety and high standard of presentation of our facilities and assets • Develop, implement and review of all facilities' SOPs • Develop and oversee the implementation and review all asset management plans, including facilities and operational assets • Oversee the scheduling and coordination of all property and asset scheduled maintenance and renewal programmes • Promote and support attainment of the highest standards in health and safety in our venues by our external maintenance providers • Support the Health Safety & Compliance Officer to undertake audits and investigations in line with Venue Wellington & WellingtonNZ business management systems and work practices • Lead the Facilities & Assets team in maintaining certification in appropriate standards.
Relationship Management	<ul style="list-style-type: none"> • Manage the relationship with key stakeholders, including the WCC Property team, to ensure that the facilities portfolio is managed in conjunction with the building owner and other key stakeholders.
Administration	<ul style="list-style-type: none"> • Ensure all relevant and required information is entered into EBMS (our event management system) to ensure consistency of data capture and transparency of our processes • Adhere to our standard operating procedures and policies while being willing to offer ideas and new initiatives that can improve business processes and customer delivery • Any other reasonable tasks as required.
Leadership	<ul style="list-style-type: none"> • Lead by example and champion WellingtonNZ's organisational values and contribute to a positive and respectful working environment based on active teamwork and participation • Proactively supports the end goals of the business unit and organisation • Contributes to a preferred organisational and team culture • Maintains high levels of motivation, service standards, value for money, and continuous improvement. • Role-model WellingtonNZ's values and behaviours across WellingtonNZ and with stakeholders.

People Management	<ul style="list-style-type: none"> • Provide leadership at the team level and in support of the GM Events & Experiences • Ensure the team are fully trained and adequately skilled for the tasks expected of them and understand relevant policies and guidelines • Create a positive team environment that motivates individuals and the team • Develop the capability of staff through mentoring and coaching to improve performance • Monitor the performance and workload of the team • Responsible for hiring, supporting, leading and the ongoing management of the team • Effectively manage performance of staff, contractors/consultants to ensure performance requirements are met.
Health, safety and compliance	<ul style="list-style-type: none"> • Take an active role in identifying and mitigating any health and safety risks to yourself and others. While at work, take reasonable care for your own health and safety and ensure what you do does not negatively affect the health and safety of others. • Comply, as far as you possibly can, with any instructions, policies, procedures or guidelines given by WellingtonNZ in relation to health, safety and compliance. • Report any potential hazards or risks to health and safety or the environment as soon as possible and take immediate action to minimise or mitigate these if it is not potentially harmful to your own health and safety.
WellingtonNZ collaboration	<ul style="list-style-type: none"> • Maintain a "WellingtonNZ -wide" perspective with all work. • Consider how your role links and contributes to other areas of WellingtonNZ, and actively engage when required. • Communicate with fellow WellingtonNZ colleagues on work, initiatives and projects. • Actively collaborate and participate in WellingtonNZ -wide initiatives and projects.

Job outcomes: Visible and measurable evidence of success in this role.

Outcomes / results	Target Measure
To be determined with your manager.	

Competencies: Specific skills, traits and competencies necessary to be successful in this role.

Competency	Description of competency
Communication	Communicates information clearly, adjusting the way they communicate to suit the intended audience.
Relationship Management/ Customer Focus	Proactively has an awareness of and acts to meet customer/ client needs.
Work Organisation	Effectively organises all aspects of work in order to achieve high quality and timely output.
Initiative Analysis & Problem Solving	Uses relevant information in analysis of issues and applies reason to reach conclusion from which practical recommendations are made.
Teamwork	Cooperates and consults in order to get a task done. Establishes and maintains relationships as appropriate and contributes to the achievement of objectives.
Leadership	<p>Creating a vision:</p> <ul style="list-style-type: none"> • Translating the vision into action • Taking risks to create innovative outcomes • Talking openly and positively about possibilities
	<p>Leading with purpose:</p> <ul style="list-style-type: none"> • Setting team goals that are meaningful • Understanding individual needs and motivations and aligning expectations • Asking the tough questions • Creating opportunities for individual development
	<p>Building an awesome team:</p> <ul style="list-style-type: none"> • Building strategic partnerships • Giving trust and autonomy • Creating opportunities for collaboration and information sharing • Encouraging diverse thinking and perspectives • Mentoring and coaching individuals and knowing the difference
	<p>Making things happen:</p> <ul style="list-style-type: none"> • Holding self and others to account • Considering people alongside performance outcomes • Acting quickly to resolve issues • Using analysis and critical thinking to drive quality decision-making • Right-sizing resourcing • Remaining calm and focused when things get tough

	<ul style="list-style-type: none"> • Making time to review and learn from mistakes
	<p>Being authentic and inclusive:</p> <ul style="list-style-type: none"> • Recognising your own strengths and areas for development • Asking for and responding positively to feedback • Questioning and challenging others with respect • Owning your mistakes

Values: Values & behaviours which, when adopted, will bring to life WellingtonNZ's aspired culture.

Our purpose	Our organisational values	Our culture
<p>To make the Wellington region wildly famous</p>	<p>Do it together Dare to be different Show the passion Find the fun Focus on the customer</p>	<p>Collaborative People centered Supportive Constructive Open Recognition Celebrate success Empowerment Ownership Accountability Learning, coaching and personal growth</p>