

Responsible to:	Property Services Manager
Functional Relationships:	Property Services Specialists; all managers and staff of the Services (for Tamariki, Rangatahi, Adults); School Principal and team; Dairy Manager, Land Manager and teams including Estate/Grounds Maintenance; ICT Manager and staff; General Manager and members of the Executive and Leadership Team; members of the HR/Payroll, Finance and administration teams
External Relationships:	Contractors and their workforce; suppliers; service providers; councils and government agencies (as applicable)
Location:	Based on a Hōhepa site in Hawke's Bay; the role may include travel in the area and between Hōhepa Hawke's Bay sites

SCOPE OF RESPONSIBILITIES

The Hōhepa community provides 24 hour / 7 days a week support, enablement and care for children/tamariki, young people/rangatahi and adults, based on Anthroposophical principles of inclusive social development (Dr. Rudolf Steiner). We strive to make sure our practices are in line with Te Ao Māori – through the anthroposophical approach to farming, the holistic view of human development and the acknowledgment of the spiritual world at Hōhepa.

People are supported through a range of Hōhepa services, each of which encompasses residential and daytime activities. The main focus of the Property Services team is to ensure that each person we support is able to reside in a safe and secure living environment and enjoy facilities that meet their needs; this includes ensuring that Hōhepa complies with legislation and regulations (for example Health & Safety, vehicle safety, regulatory compliance for buildings and associated infrastructure, waste services and building warrant of fitness).

The team consists of the Business Partnerships and Marketing Manager (BPMM), Property Services Manager (PSM), Property Services Administrators (PSA) and Property Services Specialists (PSS). Relationships with customers (internal and external) and stakeholders of the service must embody patience, integrity and professionalism at all times. Respectful engagement is the key to success in carrying out the role.

The work involves access to information which is private and commercially sensitive. A commitment to respecting confidentiality and privacy is of paramount importance.

PRIMARY OBJECTIVES OF THE POSITION

- To play a full role as part of a responsive customer-focused PS team, ensuring that Hōhepa Hawke's Bay buildings, grounds, vehicles and equipment are safe, fit for purpose and maintained to required standards, and all compliance requirements are met.
- To support Health & Safety responsiveness and emergency planning.
- To work effectively as an administrator in the team, demonstrating integrity, professionalism and respect.
- To respect confidentiality and the security of personal information and commercially sensitive information.

KEY RESULT AREAS

Property Services and compliance

Key Accountabilities	Key Performance Indicators
<p>As part of the team, assist with the following:</p> <ul style="list-style-type: none"> • Use and maintain systems and databases to achieve the aims of the team • Coordinate maintenance work requests made by facility managers or through the Webcare system: <ul style="list-style-type: none"> ○ Prioritise and ensure the timely and most cost effective attendance by Hōhepa property services staff or contractors ○ Ensure a hazard assessment is undertaken before commencement of all work ○ Keep managers informed of progress with maintenance jobs ○ Liaise with managers to review progress • Manage the compliance database; ensure it is maintained with current information and completed compliance jobs <ul style="list-style-type: none"> ○ Ensure that all Hōhepa facilities are compliant with building certification and achieve building Warrants of Fitness where required ○ Proactively coordinate regular preventative maintenance programmes for buildings and equipment. This will include monthly reporting of scheduled and completed maintenance • Maintain and keep updated the register of new operational and capital works • Maintain the preferred supplier list; ensure compliance with the requirements for: <ul style="list-style-type: none"> ○ Authorisation to engage ○ Contract for services ○ Contractor induction processes ○ Qualifications and registration compliance ○ Health & safety procedures ○ Progress & post contract review ○ Invoice verification and sign off 	<ul style="list-style-type: none"> • Stakeholders are informed and satisfied with the maintenance jobs undertaken • Maintenance jobs are appropriately recorded and reported, and the database is up to date • The building certification schedule is reported at least annually and shows all certification requirements are compliant • Reports on the regular maintenance preventative programmes are produced on request • A compliance schedule is in place; evidence of monitoring and action to ensure compliance • Contractor documentation meets the expected requirements

Health & Safety and vehicle fleet

Key Accountabilities	Key Performance Indicators
<ul style="list-style-type: none"> • Participate in meetings/working groups in relation to Health & Safety as required; maintain and update the hazard register, as directed by the PSM; ensure that a safe and healthy working environment is maintained, hazards are identified and reported, any accident is reported promptly • Maintain and update the system to ensure regular safety certification of all electrical equipment • Ensure the Hōhepa fleet is fully compliant and safe: <ul style="list-style-type: none"> ○ Maintain a service schedule, registration and warrant of fitness for each vehicle ○ Ensure mileage records are kept up to date, and Road User Charges licences are obtained ○ Arrange delivery and pick up of vehicles to/from repair and maintenance workshops 	<ul style="list-style-type: none"> • Evidence of active support for health and safety in the workplace • Electrical testing is scheduled and completed within the agreed timeframes • All vehicles meet legal requirements for roadworthiness • Registrations, WOFs, RUC licences all up to date • Internal customers are supported to manage vehicle use and requirements

Key Accountabilities	Key Performance Indicators
<ul style="list-style-type: none"> ○ Conduct spot checks to make sure emergency folders/phones are present in vans 	

Administration, record keeping and reporting

Key Accountabilities	Key Performance Indicators
<ul style="list-style-type: none"> • Administer the property services requests database, records of callouts, monthly maintenance check-sheet (reporting on the cycle of scheduled works), records of property inspections (log of visit, actions, outcomes) and any other required records • Provide regular and ad hoc reports, to meet required standards and timeframes; for example - performance against scheduled maintenance, status of maintenance requests, analysis of PS performance • Participate in meetings to report progress and review, as requested by the PSM • Ensure job authorisation processes for purchases, ordering and invoicing are compliant with Hōhepa financial procedures 	<ul style="list-style-type: none"> • Databases and records are up to date and accurate • Reports are produced that accurately reflect property service delivery and meet the required standard and timeframes • Participation in meetings is positive and constructive • Job authorisation procedures are followed; paperwork is in place, accurate and completed to timescales

Team work, personal conduct and performance

Key Accountabilities	Key Performance Indicators
<ul style="list-style-type: none"> • Work within the principles of Hōhepa's special character (based on anthroposophy and inclusive social development - Dr Rudolf Steiner – and Te Ao Māori) • Work as a member of the team with the BPMM, PSM and PSS; provide back-up cover for the PSM in their absence; actively contribute to a constructive working environment that has a positive, 'can-do' attitude • Provide cover and support for other Administrators, when required • Ensure that all information (eg information on people we support and staff, commercially sensitive information) remains strictly confidential and is disclosed only to people with a legitimate right of access; act at all times within privacy legislation and Hōhepa policies • Comply with all Hōhepa Policies, Procedures, plans and rules • Maintain positive communication with staff, people we support, people who live on site, contractors and suppliers that is respectful, courteous, honest and clear • Any other administrative duties as requested by the PSM 	<ul style="list-style-type: none"> • Support for Hōhepa's special character seen through speech and actions • Evidence of reflecting on own performance and taking advantage of learning and development opportunities in order to improve performance • Reliable, carries out self-monitoring to balance required hours of work • Feedback from people confirming good communication and integrity • Willingness to provide administrative cover, undertaken in a helpful, courteous manner • Readily discusses progress, issues and ideas as the basis for development and improvement; participates in Joint Reviews, Appraisals and informal meetings/discussions • Ensures that the confidentiality and integrity of information and documents is maintained • Demonstrates initiative and completes tasks without relying on direction • Maintains a positive and 'can do' attitude

PERSON SPECIFICATION

The following skills, attributes and qualities are required for this role:

Experience, aptitude, knowledge

- Strong administrative skills and experience.
- A sound level of financial literacy.
- Working knowledge of applicable legislation including Health & Safety.

Planning, Organising

- Self-motivated and highly organised.
- Ability to plan and prioritise tasks, meet deadlines, willing to be accountable about delivery of tasks.
- Attention to detail; accuracy in data entry and provision of information.

IT skills, Communication, Team work

- High level of computer literacy; able to use business software (MS office suite); advanced skills in spreadsheets and databases; willing to learn new systems and use them to support efficient work planning and communication.
- Able to establish and maintain rapport with people supported by Hōhepa, facility managers, staff and volunteers (and family members who live on site), contractors, suppliers and other stakeholders.
- Good written and verbal communication skills, able to write succinct and informative reports and minutes of meetings.
- Understands the principles of good two-way communication, and able to put these into effect.
- Ability to explain and keep people informed about progress on any issues they have reported, or where co-operation is needed, so that the best possible outcomes can be achieved.
- Is a good team player.

Personal qualities

- Can maintain confidentiality at all times; does not engage in gossip or reveal any personal/private/business information to others (internal or external) who do not need to know.
- Proactive, self-motivated with a 'can do' attitude.
- Willing to seek advice if unsure from PSM.
- Holds a current full driving licence, willing and able to drive Hōhepa vehicles.
- Conducts all work with integrity and in compliance with legal and policy requirements.
- Treats others with respect; demonstrates courtesy and respect.
- Ability to remain calm, objective and in control in stressful situations, and maintain stable performance under pressure.
- Is results focused, able to meet deadlines and targets.
- Able to make a contribution to the organisation through own ideas and activities.
- Understanding of Te Tiriti o Waitangi in relation to the work of Hōhepa.
- Willing to work within the principles and practices of anthroposophy and inclusive social development (Dr Rudolf Steiner) as they apply to work at Hōhepa; this includes respect for the uniqueness of each individual.
- Willing to support and engage with the community life of Hōhepa, including participation in Festivals and Community events.