

Responsible to:	Business Partnerships & Marketing Manager
Responsible for:	Property Services Administrator, Property Services Specialists (permanent/casual, as required); contractors and tradespeople engaged for work at Hōhepa
Functional Relationships:	All managers and staff of the Services (for Tamariki, Rangatahi, Adults); School Principal and Secretary; Farm Manager and staff; ICT Manager and team; Estate team and Grounds Maintenance; General Manager and members of the Executive and Leadership Teams; 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 in 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 (PS) team is to ensure that each person we support is able to live 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, water monitoring, electrical testing).

The PS team consists of the Business Partnerships and Marketing Manager (BPM), Property Services Manager (PSM), Property Services Administrator (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. Engagement with outside agencies requires diplomacy and discretion to ensure Hōhepa Hawke's Bay risks and interests are protected. A commitment to respecting confidentiality and privacy is of paramount importance.

PRIMARY OBJECTIVES OF THE POSITION

- To manage a responsive property service, ensuring that buildings, grounds, vehicles and equipment are maintained to required standards; and through this to contribute to Hōhepa Hawkes Bay's vision that every life is fully lived.
- To ensure a high level of performance of all building records, services and scheduled maintenance processes, and that reports are provided in timely manner as required.
- To support and provide project management of Hōhepa's property development programme as required, so that projects are delivered within agreed budgets and in a timely manner.
- To support Health & Safety management and emergency planning.
- As part of the Hōhepa Leadership Team, to demonstrate integrity and professionalism, and respect confidentiality and the security of personal and commercially sensitive information.

KEY RESULT AREAS

Hōhepa property: development	
Key Accountabilities	Key Performance Indicators
<ul style="list-style-type: none"> • Contribute to decision making for property development as required • Support managers of Services and facilities to develop Capex 'wish lists'; liaise with managers to produce realistic property budgets • Work with the BPMM in planning and delivery of property development projects as required; the duties may include: <u>Planning & delivery</u> <ul style="list-style-type: none"> ○ Obtain input from Service Managers and executive team members to ensure final outcome will be fit for purpose ○ Liaise with architects and draughtspeople for plans for council approval ○ Liaise with building companies, arranging tenders for larger jobs in line with policy ○ Action Council requirements for consent; trouble-shoot as necessary ○ Liaise with building removal companies, including all compliance and risk management ○ Liaise with ICT Manager to ensure communication/technology needs are built into the plan ○ Arrange land studies as necessary ○ Update building plans for display and amend as necessary ○ Communicate and consult with all affected people, in good time, about the start of work and implications for all who live/work in the area ○ Ensure the work is planned and contractors are managed in line with policy 	<ul style="list-style-type: none"> • Projects are completed on time and within budget • All legal and council requirements are met • Project records are accurate, recorded with precision and are easily accessible • Project management, including contractor management, meets expected standards and is carried out in an efficient manner • Health & Safety is prioritised in all projects • There is regular liaison and reporting to the business partnerships and marketing manager, with a "no surprises" approach being the prevailing culture

Key Accountabilities	Key Performance Indicators
<ul style="list-style-type: none"> ○ Make sure the site is safe and access is managed throughout the project; all work requiring permits is compliant; contractors and sub-contractors are inducted and trained in relation to the Hōhepa site and people in the area ○ Maintain communication throughout the project on timeframes and progress ○ Ensure project management is effective and all regulations are complied with throughout the project <p><u>Conclusion and handover</u></p> <ul style="list-style-type: none"> ○ Ensure all faults are rectified and building is fully handed over before final invoices are paid ○ Conduct a post-contract evaluation of contractor(s) ○ Update site maps ● Maintain an overview of all ground works and fencing on Hōhepa Hawke's Bay sites, ensuring new builds and redevelopments include consideration of grounds 	

Maintenance of Buildings and Equipment

Key Accountabilities	Key Performance Indicators
<ul style="list-style-type: none"> ● Manage the PS team to deliver a responsive service; organise the team, so that maintenance requests are attended to in a timely and efficient way; conduct reviews of the service to gain feedback from customers ● Maintain a full overview of all Hōhepa properties and land <ul style="list-style-type: none"> ○ Ensure that all facilities are maintained to meet legal requirements; liaise with local government and key contractors to ensure building Warrants of Fitness are current ○ Manage the infrastructure to meet compliance and Hōhepa requirements (water systems, water testing, electrical testing, hot water systems, security sensors, gas bottles, Civil Defence etc) ● Proactively manage the maintenance programme; this will include a regular tour of all properties and major equipment in Clive and Poraiti; maintain and implement work schedules as set out in the Cyclic Maintenance programme ● Maintain the register of New Works, ensure this is regularly on the property meeting agenda for decisions ● Ensure the property services maintenance and repair programme is coordinated and managed effectively; communication with customers is timely and informative; hazards are prioritised and addressed; the 	<ul style="list-style-type: none"> ● Service reviews conducted at timeframes agreed with the BPMM, findings are analysed with actions in response to feedback ● All legal and council requirements are complied with ● Records of tours of properties ● Works discussed at Property Meetings with decisions made ● Maintenance requests are addressed promptly and hazards are prioritised ● Contractor management meets expected standards; reviews of contractor performance are carried out and decisions made about ongoing use of contractors based on review outcomes ● Facility leader and property user feedback confirms a responsive and respectful service ● Appropriate tasks and jobs for people we support are identified

Key Accountabilities	Key Performance Indicators
<p>database (managed by the administrator) is kept up to date</p> <ul style="list-style-type: none"> • Manage the engagement of contractors in line with Hōhepa policy; this includes: <ul style="list-style-type: none"> ○ Order authorisation ○ Contract for services ○ Contractor induction process ○ Site safety plans for larger projects ○ Check of qualifications for all work requiring registered trades people ○ Invoice verification and sign off ○ Annual and/or post-contract review ○ Permits (eg for hot work), notification to WorkSafe, as applicable • Make sure that staff and contractors are courteous and responsive to internal customers), and that appointments are made to carry out work which fits in with the timetable and needs of the facility or occupants • Ensure whiteware is maintained, repaired and replaced, in line with requirements and within budgetary limits, in liaison with facility managers; and any necessary training and information is provided • Responsible for security throughout Hōhepa; maintain relationship with security company in relation to building alarm codes and access, ensure a key register is kept with a system for issuing and returning keys • Work in partnership with the service delivery teams to identify and implement opportunities for people we support to contribute to maintaining the Hōhepa community facilities and environs, as applicable 	

Health & Safety, Compliance with Policies and Procedures

Key Accountabilities	Key Performance Indicators
<ul style="list-style-type: none"> • Comply with all Hōhepa policies, procedures and guidelines, including H&S procedures; ensure these are communicated to all members of the team, and any questions or concerns are raised and addressed • Review, update and implement the 'Estate Management' hazard register; ensure that all control measures remain valid and are in place; support hazard management throughout the organisation where PS intervention is needed • Develop and implement safe operating procedures for operations and activities; ensure workers (staff, people we support if applicable) receive training, and appropriate protective clothing and equipment are provided and managed 	<ul style="list-style-type: none"> • Consistently complies with policies and procedures; maintains a good working knowledge of all applicable policies and procedures • The hazard register is in place, up to date and implemented • Safe operating procedures developed • Training takes place and is recorded • Registers of protective clothing and equipment are maintained

Key Accountabilities	Key Performance Indicators
<ul style="list-style-type: none"> • Ensure electrical testing is carried out to required timescales; other monitoring (as set out in hazard register) takes place and any necessary remedial action is taken; prioritise major potential hazards (asbestos, hazardous substances and similar) and ensure these are actively managed in compliance with legislation and guidance • Participate in emergency planning and readiness • Ensure any accidents are reported and investigated; support the return to work process following absence due to injury or illness • Ensure areas where work is being carried out are kept in a safe state, clearly defined and secured; tools and equipment are operated in a safe way in accordance with manufacturers' instructions; people we support and staff are not put at risk from any work (ie are unable to access unsafe conditions or tools / equipment) and are prevented from interfering with the work site, tools and equipment • Participate in meetings/working groups as required, related to H&S 	<ul style="list-style-type: none"> • Electrical testing completed within defined timeframes and accurately recorded • Evidence of active hazard management, records of hazardous substances • Any accident is reported, recorded and investigated; evidence of involvement in return to work process if applicable • Work locations are left tidy and secured, tools and equipment are securely stored; there are no instances of people (people we support, staff, members of the public) being able to access sites, steal tools and equipment or interfere with them

Vehicle Fleet Management and Maintenance

Key Accountabilities	Key Performance Indicators
<ul style="list-style-type: none"> • Manage the Hōhepa vehicle fleet: ensure that <ul style="list-style-type: none"> ◦ The registration and maintenance schedule is managed and updated ◦ Mileage records are kept up to date, and Road User Charges licences are obtained ◦ The GPS system is run effectively and proactively ◦ Regular scheduled services take place; Warrants of Fitness are obtained; all vehicles are registered ◦ Vehicles for journeys outside the area are appropriately allocated 	<ul style="list-style-type: none"> • All vehicles meet legal requirements for roadworthiness • Registrations, WOFs, RUC licences all up to date

People and team management

Key Accountabilities	Key Performance Indicators
<ul style="list-style-type: none"> • Line manage the PS team, ensuring that team members are recruited and inducted; receive feedback on performance (informal and through formal appraisals); learning needs are identified and training and development takes place; any concerns about conduct and performance are addressed and resolved in line with procedures 	<ul style="list-style-type: none"> • Staffing is in line with budget • Performance appraisals are carried out effectively and on time • Regular and constructive feedback is provided to team members, with critical issues addressed • Staff training is up to date and staff are released to attend training;

Key Accountabilities	Key Performance Indicators
<ul style="list-style-type: none"> Promote good team working arrangements and relationships, and good communication through team meetings; take steps to resolve any team issues or conflicts Ensure that team and individual work is planned effectively, with a focus on meeting targets and schedules; this includes managing staff leave, authorising timesheets and investigating discrepancies Ensure that each team member's work potential and work levels are utilised as fully as possible Review the use of contractors and casual staff on a regular basis; highlight possible economies and savings to achieve best value and effectiveness Participate in meetings, working groups and committees, as required, to further the aims of the role 	<ul style="list-style-type: none"> identifies Training / Development needs Involvement in HR processes (recruitment, disciplinary, staffing changes) meet requirements Develops and manages a positive, effective and efficient staff team Receives positive feedback about communication Successfully inspires and influences the team to achieve goals Staff and contractor usage is carried out, recommendations made to the BPMM Evidence of participation in meetings, working groups etc

Financial, Administration, Record Keeping and Reporting

Key Accountabilities	Key Performance Indicators
<ul style="list-style-type: none"> Bring to the BPMM's attention any serious issues or repairs which are likely to involve significant costs Contribute to budget setting; manage and monitor expenditure, and remain within budget; highlight any likely overspends at the earliest possible stage and gain authorisation, or make alternative arrangements Act in accordance with the Hōhepa financial procedures for purchases, ordering and invoice processing Consistently seek efficiencies in work practices to achieve the best possible value for money and outcome with the available budget Provide advice and assistance with project planning; ensure that project costs are recorded clearly and accurately Provide regular and ad hoc reports, to meet required standards and timeframes, as requested 	<ul style="list-style-type: none"> No delay in reporting concerns Financial procedures are followed; orders and invoices have full and accurate information for the Finance team Examples of suggested improvements Reports produced to the required standard and timeframes

Personal conduct and performance

Key Accountabilities	Key Performance Indicators
<ul style="list-style-type: none"> Be a role model for all Hōhepa staff, demonstrating conduct and behaviours expected from a senior manager, working out of the principles and 	<ul style="list-style-type: none"> Support for Hōhepa's special character seen through speech and actions

Key Accountabilities	Key Performance Indicators
<p>practices of anthroposophy; this includes loyalty, confidentiality, collegiality and a commitment to working as part of a team</p> <ul style="list-style-type: none"> • Maintain positive communication with all stakeholders demonstrating respect, courtesy and honesty • Contribute to decision making, including difficult decisions; convey difficult messages with diplomacy and tact • Ensure that conflicts are addressed in a proactive and constructive manner (and always behind closed doors – not in front of people we support) • Participate in Leadership Team meetings in a constructive way 	<ul style="list-style-type: none"> • Evidence of reflecting on performance and taking advantage of learning and development opportunities • Is able to show loyalty, eg by supporting a decision, even if this was not the hoped for outcome • Reliable, carries out self-monitoring to balance required hours of work • Feedback from people confirming good communication and integrity

PERSON SPECIFICATION

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

Qualification, experience, knowledge

- A building or trade qualification would be desirable; alternatively good knowledge of working with contractors and specialists, and an understanding of their needs and requirements.
- Experience of managing building projects, to meet Health & Safety requirements, timeframes and budgets.
- Detailed knowledge of the building consent process, experience of working with Councils about consents and developments.
- Excellent working knowledge of applicable legislation including Health & Safety.

Planning, Organising

- Self-motivated and highly organised.
- Can plan and manage resources to meet operational requirements; prioritise tasks in line with needs; take ownership of tasks and remain accountable; meet deadlines.
- Problem solving skills: ability and willingness to monitor and review efficiency of processes; collect and analyse data, to identify possible causes of issues; and propose workable solutions.

Communication

- Effective communication and interpersonal skills; 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.
- Literate, able to write succinct and informative reports.
- Understands the principles of good two-way communication, and able to put these into effect; demonstrates courtesy and respect.
- 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.
- Ability to read, interpret and explain policies, procedures and instructions.

Team Leadership and Management

- Ability to train, mentor and coach staff, lead a team effectively (in a consultative way), able to deliver difficult messages with professionalism and loyalty.
- Able to take an active role as a member of the Leadership Team, contributing to debates about issues affecting Hōhepa in a constructive way
- People management experience; good knowledge of processes eg recruitment, appraisal, giving feedback, conflict resolution, problem solving.
- Able to complete management process on time to meet deadlines (eg appraisals)

Personal qualities

- Can maintain confidentiality at all times; does not engage in gossip.
- Conducts all work with integrity and in compliance with legal and policy requirements.
- Ability to remain calm, objective and in control in stressful situations, and maintain stable performance under pressure.
- Able to make a contribution to the organisation through own ideas and activities.
- Computer literacy: a confident user of email, databases, word processing packages, spreadsheets.
- 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; this includes respect for the uniqueness of each individual.
- Willingness to support and engage with the community life of Hōhepa, including participation in Festivals and Community events.
- Demonstrates qualities of a role model, including integrity, trustworthiness and the ability to reflect on own behaviours, performance and motivation.
- Must hold a full driving clean licence; willing to drive Hōhepa vehicles.