

PART A: JOB SUMMARY

To provide clear goals, expectations, and feedback so that each member of the team can significantly multiply their contribution to WellingtonNZ and to their own success.

Name of role:	Facilities Coordinator
Reports to:	Facilities & Assets Manager
Direct Reports:	Nil
Date:	November 2021
Purpose of the job:	The Facilities Coordinator is responsible for managing the day to day building and operational equipment maintenance work (reactive and scheduled) in collaboration with the current FM provider and external contractors across the Venues Wellington portfolio (i.e. The Michael Fowler Centre, Opera House, TSB Arena, Shed 6 and St James Theatre).

PART B: JOB DESCRIPTION

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

Area of responsibility	Actions/ Tasks
Logistics	<ul style="list-style-type: none"> • Coordinate and oversee the transportation and delivery of operational equipment to the required site in preparation for scheduled maintenance. • Work with teams to maintain and develop storage solutions for all equipment and consumables.
Asset & Equipment Management	<ul style="list-style-type: none"> • Be caring for the buildings and assets and ensure any repairs required are reported in a timely manner. • Create and maintain a periodical schedule of maintenance for operational equipment (i.e., cleaning equipment, permanent technical infrastructure, operations, and catering equipment). • Carry out periodic condition assessments of operational assets and advise on equipment that requires repair.

	<ul style="list-style-type: none"> • Work with the Setup & Delivery Manager and Facilities team to oversee and coordinate the maintenance and upkeep of operational equipment. • Manage building repairs, maintenance identification and logging processes to ensure a seamless approach to identifying, reporting, and closing all works, including coordinating and scheduling all preventative maintenance with the current maintenance provider. • Work with to ensure operational equipment is maintained in preparation for use. • Regularly audit equipment storage areas and provide feedback to relevant teams.
<p>Relationship and client management</p>	<ul style="list-style-type: none"> • Build and maintain relationships with key stakeholders (i.e., Wellington City Council, Ventia and contractors/suppliers), and WellingtonNZ team members, and work with them in a polite, courteous, and professional way. • Be prepared to ‘roll up your sleeves’ and do what is required (in a safe way) to meet the needs of our customers and their deadlines.
<p>Administration</p>	<ul style="list-style-type: none"> • Ensure all relevant and required information is entered into EBMS (Event Business Management System) to ensure consistency of data capture and transparency of our processes. • Update and maintain the EBMS Asset Inventory with accurate stock counts and data. • Assist in maintaining the Venues Asset register. • Record the performance and condition of operational equipment. • Carry out audits as per the Facilities audit schedule. • Adhere to our Standard Operating Procedures (SOPs), policies and guidelines, while being willing to offer ideas and initiatives that may improve business processes and customer delivery. • Carry out any other reasonable tasks to the Facilities Team as required.
<p>Health, safety, wellbeing, and compliance</p>	<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 is possible to take immediate action to minimise or mitigate these if it is not potentially harmful to your own health and safety.

<p>WellingtonNZ collaboration</p>	<ul style="list-style-type: none"> • Maintain a “WellingtonNZ-wide” perspective with all of your 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.
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Job outcomes: Visible and measurable evidence of success in the role.

<p>Outcomes / results</p>	<p>Target Measure</p>
<p>Implement and Maintain the Venues Wellington Operations Maintenance Program and assets.</p>	<ul style="list-style-type: none"> • Review of scheduled maintenance program vs booked in/scheduled work in EBMS.
<p>Manage building and operational reactive repairs, and scheduled maintenance across the venues portfolio to maintain building standard and compliance and provide safe equipment for teams to use.</p>	<ul style="list-style-type: none"> • Number of reports made per annum and implement & maintain scheduled maintenance program – Downloadable from EBMS.
<p>Primary systems used by the Facilities and Assets Team are maintained and up to date.</p>	<ul style="list-style-type: none"> • Systems are up to date and maintained.
<p>Assist in maintaining and monitor condition of operational equipment across the Venues portfolio.</p>	<ul style="list-style-type: none"> • Internal audit schedule adhered to and reported upon.
<p>Manage contractors daily, providing access to venues, and managing reactive and scheduled maintenance works through the incumbent FM provider</p>	<ul style="list-style-type: none"> • Number of jobs logged and closed off on an annual basis. Information will be collected monthly and fed into the Facilities monthly report.
<p>All contractors entering venues are inducted and suitably trained to work within the venue.</p>	<ul style="list-style-type: none"> • All contractors entering the venues have completed relevant associated inductions.

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

Competency	Description of competency
Functional skills and experience	<ul style="list-style-type: none"> • 2+ years in an Operational Role. Knowledge of Operations equipment is desirable. • Proficient with Microsoft program e.g., Word, Excel etc. • Experience using Event Business Management System (EBMS) desirable but not essential. • Driver’s licence desirable.
Creating a vision	<ul style="list-style-type: none"> • Understanding the strategic context • Challenging the status quo • Accepting challenges • Committing to the vision
Leading with purpose	<ul style="list-style-type: none"> • Living our values • Having the courage to question and speak up • Adapting your style to meet individual needs
Making things happen	<ul style="list-style-type: none"> • Giving timely and constructive feedback • Staying close to the issues • Collaborating for better decision-making • Recovering quickly from setbacks
Building an awesome team	<ul style="list-style-type: none"> • Valuing uniqueness and differences in others • Trusting others • Sharing information, collaborating and helping others
Being authentic and inclusive	<ul style="list-style-type: none"> • Recognising you own strengths and areas for development • Asking for and responding positively to feedback • Questioning and challenging others with respect • Owning your mistakes.

Values: Our purpose & values which 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>