

Palmerston North City Council Job Profile



Position Title	Housing Maintenance Officer
Reporting to	Facilities Management Team Leader
Unit	Infrastructure
Date last updated	August 2019

Values and Principles

Our principles of being inclusive, ambitious, enabling, open, bold and guardians support goals that enable a new vision for Palmerston North: *small city benefits, big city ambition*. Our current values are evolving under a transformation programme to reflect this aspiration for the city to reach its potential and capitalise on its strengths. We believe it is essential to be a leader, treat each other with respect and dignity, take responsibility for our own actions, and have a positive, friendly and professional approach.

Context

The Infrastructure Unit of Council is responsible for the stewardship of Council's infrastructural assets (roading, parking, water, waste services, parks, community facilities and property) as well as the delivery of all the services. The Unit's focus is on long-term services planning enabled by effective asset management planning, long-term and annual programming of maintenance, renewal and capital development works, operation of the infrastructure services and in-house support for design and delivery of the capital programme.

The Council utilises its investment in infrastructural assets to deliver best value services to its community through advanced asset management practices and through multi-disciplinary contributions from other Units within the Council Organisation.

The Property Division

The Property Division delivers the facilities and tenancy management for all of Council's building assets. This is delivered through four teams, each reporting to the Manager – Property. The four teams are:

- **Tenancy and Contract Management Team** – Responsible for tenancy and lease management, the sale and purchase of property for Council, and the coordination of Council-created property development projects.
- **Facilities Management Team** – Responsible for the facilities management and coordination of scheduled and unscheduled maintenance for all of Council's building portfolio. They ensure Council's facilities are fit-for-purpose and is meeting and exceeding the level of service expectations of its stakeholders. This team also coordinates the internal carpentry, painting and cleaning teams.
- **Capital Projects Team** – Delivers all small and/ or non-complex capital projects as well as working closely with the Project Management Office around the projects being delivered by that division, and the Assets and Planning Division assisting with asset management and planning.
- **Property Compliance Team** – Responsible for ensuring Council's facilities and staff within the Property Division are meeting all compliance requirements and where possible demonstrating best practise in these areas.

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Main Purpose

The Housing Maintenance Officer reports to the Facilities Management Team Leader. The role is responsible for the facilities management, along with the coordination of scheduled and unscheduled maintenance for all of Council's housing portfolio. You will ensure Council's housing portfolio is fit-for-purpose and is meeting and exceeding the level of service expectations of its stakeholders. The position is based at the Civic Administration Building.

Key Areas of Responsibility

Investigation and Planning

- Work with internal and external subject matter specialists to confirm the detailed scope of the programmes and projects to be delivered, including schedules and budgets.
- Ensure necessary consents and approvals requirements are met and are in place to enable the project to be implemented.

Contract and Project Management

- Ensure Council's housing portfolio is fit-for-purpose and is meeting and exceeding the level of service expectations of its stakeholders.
- Work with the Property Division colleagues to ensure the maintenance programme, including both scheduled and unscheduled maintenance, is being delivered in an effective and timely manner and coordinated with maintenance programmes to avoid duplication of resources.
- Manage all operational budgets in relation to Council's facilities and ensuring cost-effectiveness over these areas. Ensure the Facilities Management Team Leader is made aware of all financial implications regarding annual budget commitments and regular quarterly expenditure.
- Ensure that facilities meet all compliance standards and requirements. Working with the Property Compliance Officer taking a preventative maintenance approach to ensure all compliance matters are being addressed.
- Establish and maintain robust and accurate files and reports over all areas of the facilities management of the building asset portfolio. Work with the Assets and Planning Division to ensure these are incorporated into the Asset Management Plans and Annual and 10-Year Budgets.
- Develop relationships with other Council Divisions and Units as well as Contractors and provide sound technical professional advice.

Service Delivery

- Ensure that services provided to the facility users and stakeholders are undertaken as formally agreed and actioned in a speedy, efficient and responsible manner.
- Provide regular updates on project and works progress to the Facilities Management Team Leader and Manager – Property.
- Foster good relationships and maintain good communication with all stakeholders and team members.

Please note: Key areas of responsibility are likely to develop and change over the course of an employee's tenure at Council as the employee grows in skills and competencies. These key tasks and areas of responsibility are not an exhaustive list, nor will they remain static. The annual Performance, Planning and Evaluation (PPE) will supersede this job description. In addition, employees may be asked to do tasks outside of this description as and when required.

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Risk Management accountabilities for all employees

Council Policies and Procedures

- Ensure self and team comply with applicable council policies and procedures.

Environmental

- Reduce environmental impacts that may arise from work. All activities and communications must be conducted in accordance with applicable environmental laws and council policies. Promote the proactive management of environmental issues associated with conducting business.

Health & Safety

- Comply with Health and Safety obligations (e.g. observe and practice safe work methods, ensure your own safety and that of others, report any hazards or potential hazards immediately, use protective equipment and wear protective clothing provided where appropriate, only operate equipment that you have the necessary license and skills to operate, make unsafe situations safe or report unsafe working conditions to your supervisor, report all accidents including near misses promptly)

Employment Legislation

- Comply in full with employment legislation and adherence to applicable policies in the areas of employment, EEO and recruitment.

Dimensions

Financial Authority: \$80,000

Key Relationships

Internal

- Manager – Property
- Facilities Management Team Leader
- Property Division Colleagues
- Direct Reports
- Assets and Planning Division
- Other Activity Programme Managers
- Project Management Office
- Health and Safety Team
- Procurement and Risk Specialists
- Council's Risk Manager
- Management Accountants
- Finance Team
- Other Council Units

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External

- Council Housing Tenants
- Public and Customers of services provided
- External Consultants, Contractors and Service Providers
- Government Departments and State-Owned Enterprises
- PNCC Legal Advisors and Solicitors
- Approved Contractors
- Appropriate Professional Bodies and Associations
- Rangitāne o Manawatū Representatives and other iwi as appropriate
- Project stakeholders and affected parties

Typical knowledge, skills and attributes:

Knowledge (*qualifications and experience*)

- A degree -level qualification or higher in Project Management, Facilities Management or a similar discipline
- Formal training and extensive experience with project management systems and processes and delivery of a portfolio of projects
- Demonstrated expertise in the use of proven project management tools and techniques
- Proven skills in written and verbal communication as applicable to scoping, managing and reporting on project delivery
- An ability to assess risk and consequences as they relate to project planning and delivery
- A current full NZ Drivers Licence
- Practical experience of activity and programme management and infrastructure planning
- Knowledge of public infrastructure
- Working knowledge of the Local Government Act and associated legislation relating to public works
- Computer literate with technical documentation experience

Skills and Attributes

- Ability to analyse complex issues and come to sound decisions
- Highly developed critical thinking and strategic problem-solving skills
- Well-developed financial and political management skills
- High degree of integrity with the ability to maintain strict confidence especially when dealing with sensitive and confidential information
- High degree of initiative with the ability to work autonomously with minimal supervision
- Ability to communicate with a wide range of people from varying backgrounds in an effective, sensitive and professional manner (written, over the phone, and face to face)
- Ability to work to time frames and/or under pressure whilst maintaining professionalism (both in manner and delivery of work)
- Ability to be flexible in prioritising and organising work accordingly

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Remuneration

- This position is graded at **GP5** on Council’s remuneration system, i.e. between **\$54,930** (85%) and **\$64,623** (100%), depending on the Manager’s assessment of the skills/experience of the jobholder and any other relevant factors.
- In addition, a benefit entitlement of **3.0%** of base salary is available.

Other

The position may be called to work outside normal working hours in the event of a Civil Defence emergency or exercise. The job holder will be expected to participate fully in training provided for this and any other Unit activities.

Competencies

Core	
Service	<ul style="list-style-type: none"> • Recognises the diversity of customers, and adapts approach and style to meet their needs • Offers customers a range of solutions to problems • Demonstrates commitment to delivery of agreed solutions • Delivers and follows up on solutions • Seeks and gives feedback from customers • Looks for where improvements can be made to systems and processes
Communication	<ul style="list-style-type: none"> • Clearly communicates messages in a clear and concise manner • Uses the most effective method and style of communication for the target group and the situation • Uses active listening techniques including reflection and paraphrasing • Shares ideas appropriately • Recognises and minimises barriers to communication
Business ethics	<ul style="list-style-type: none"> • Demonstrates integrity, honesty, and commitment • Acts ethically in all dealings • Is equitable and ethical in the treatment of others • Is prudent in financial dealings
Information Technology	<ul style="list-style-type: none"> • Has an appropriate level of skill in computer software relevant to the requirements of the role. Is confident to try new software • Looks for ways to improve efficiency using technology - takes advantage of technology to achieve goals
Health & Safety	<ul style="list-style-type: none"> • Proactively seeks and provides input into health and safety improvements in their work environment • Promotes and participates in a healthy and safe work culture • Keeps up to date with health and safety legislation and regulations relevant to the work they carry out
Role specific	
Intellectual Capability	<ul style="list-style-type: none"> • Goes beyond the immediate problem presented and probes to make sure all aspects are addressed • Able to consider the wider implications in formulating a decision • Shows evidence of conceptual and innovative thinking
Project Leadership	<ul style="list-style-type: none"> • Monitors progress and undertakes corrective actions as necessary

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	<ul style="list-style-type: none"> • Builds strong relationships in order to achieve the project goals • Demonstrates resilience, able to maintain performance over an extended period • Communicates and sells the project to key stakeholders
Professional Skills	<ul style="list-style-type: none"> • Practical experience in a field over a number of years and familiar with all facets of the profession required by PNCC
Coaching and Mentoring	<ul style="list-style-type: none"> • Takes opportunities for professional development
Organisation Excellence	<ul style="list-style-type: none"> • Recognises opportunities for innovative solutions for organisation improvement • Defines expectations of performance and values
Relationship Building	<ul style="list-style-type: none"> • Builds and maintains professional and productive relationships with key stakeholders • Understands the cultural requirements of the legislation they work within • Demonstrates sensitivity to other groups and values diversity • Understands stakeholders' views and why they are held
Political Acumen	<ul style="list-style-type: none"> • Understands the political systems and underlying drivers • Understands the statutory and legal framework the Council operates within and able to effectively operate within this framework • Operates in a fair, consistent, and equitable manner
Teamwork	<ul style="list-style-type: none"> • Understands team dynamics and is an active and contributing team player in the organisation • Develops high performance project teams