

ROLE DESCRIPTION
August 2021

Title & Reporting Relationships

Position Title: Refurbishment and Renewal Projects Manager, Property and Facilities Maintenance Team, Place and Space Group.

Grade: SP 15 – 17*
**appointment will be made pending skills, experience and the organisational needs at the time*

Reports to: Property and Facilities Maintenance Manager

Direct Reports: Nil

Delegated Authority **Financial:** This position holds a financial delegation of \$30,000. The position holder is authorised to enter into any contracts in relation to the duties of the position up to this specified limit in accordance with the Council's procurement policy.

Purpose of the Group and the Position: **The Place and Space Group** comprises 6 teams; Aquatics, Libraries and Cultural Services; Parks, Open Space and Environment, Property and Facilities Maintenance, Place and Space Marketing and Events, and Property and Parks Asset Planning.

The Group is responsible for a significant portion of the Councils' customer interactions every day as people choose to use our facilities, services and programmes at swimming pools, libraries, museums, halls, parks, sports fields, ecological reserves, community halls, housing and even our public toilets.

Within this Group the Refurbishment and Renewal Projects Manager role works within the Property and Facilities Maintenance team to ensure efficient and effective delivery of the property and facilities maintenance projects within the budgets provided, and in compliance with relevant legislation and in accordance with Council's policies.

This role is focused on small to medium refurbishment and renewal project work within the property and parks portfolio and work program that are required to be delivered directly or through contractors. The role will support the effective upgrading and management of Council's property assets, management of capital renewals and refurbishment and maintenance projects as required.

Depending on the context of particular projects, a close and collaborative working relationship with the Project Management Office (PMO) will be required to ensure effective planning and delivery.

Due to the nature of this role, flexibility in working hours is required including the ability to respond in an 'on-call' capacity for emergency situations.

Internal Customers:

This role is responsible for establishing and maintaining effective, co-operative and professional working relationships with all stakeholders including:

- Property and Facilities Maintenance Manager
- Group manager Place and Space
- Members of the PMO team
- Legal team
- Infrastructure team
- Iwi Relations Manager
- Regulatory Services team
- Customer and Engagement team
- Finance team
- Councillors, Community Board members

External Customers:

- Contractors and suppliers
- Local Iwi / Runanga
- Government agencies, particularly New Zealand Transport Agency, Department of Conservation, and local authorities
- Legal services and property services providers
- Industry groups and representatives
- Tenants and building owners

KEY RESPONSIBILITIES AND OUTCOMES

In the current local government environment, the Council must be well positioned and supported to meet the current and future needs of communities for good quality local infrastructure, local public services and performance of regulatory functions in a way that is most cost-effective for businesses and households. The Council needs to be ready for, and respond appropriately to, changes in external operating environments (such as shifts in government policy), which in turn influence how we do things. The Council is working to be well-positioned not only to see what is coming but also to take opportunities to influence the shape of these externally driven changes.

Our behaviours demonstrate our commitment to build and maintain an organisation that is acknowledged and respected for being:

- Caring – we understand our customers' needs, share information and work as a team;
- Dynamic – we bring a can-do attitude to make it happen; and
- Effective – we get it right and deliver consistent, value for money services.

Staff will be aware of political sensitivities, support equal employment opportunities, and demonstrate an understanding of the implications of the Treaty of Waitangi on the operations of a local authority.

Functional Key Results

Technical

- Manage the delivery of small to medium specific capital expenditure projects to be delivered within the group.
- Ensure appropriate procurement process to deliver best quality and value within available budget.

- Identify and implement opportunities that enhance councils property portfolio, and minimises risks for the effective and ongoing management of Council's property portfolio.
- Ensure accurate information is captured in a timely manner within the asset management database SPM on land holdings, refurbishments and renewals projects.
- Ensure all service providers comply with appropriate health and safety processes.
- Prepare written reports and recommendations to support sign off from Council, the Chief Executive or Group Manager in respect of any property renewals projects as required. This may include presenting to Council Meetings or Council briefings
- Effective negotiation and stakeholder relationship skills to ensure effective partnerships with suppliers to enable projects to be delivered on time and in budget
- Improve design outcomes for council through smart investment into refurbishments and renewals projects
- Provide project status reports as regularly and as required against budget and time expectations.
- Ensure customer feedback and survey responses are analysed so adaptations to projects can occur to meet the needs of customers and solutions can be delivered on time and within budget.
- Ensure optimal use and maintenance of the Council's properties and parks assets.
- Ensure all Kāpiti Coast District Council properties meet legislative compliance standards.

Advisory Services

- Provide the Property and Facilities Maintenance team with specialist project management advisory on project planning, delivery and procurement best practice.
- Ensure community boards, council and management are well informed on projects within portfolio.
- Escalate any project risks and issues to your manager as required in a timely manner.

Asset Management

- Ensure Long Term Plan and Asset/Activity Management Plan levels of service and key performance indicators are achieved.
- Ensure property assets, facilities and services remain relevant and meet current and future needs of all key stakeholders.
- Contribute to current asset and activity management plans for all property assets and activities as required.

Legislative Compliance

- Keep up to date with legislation/amended legislative frameworks and be able to demonstrate the application of such changes (in work and or communicate them to others).

Project Management

- Effectively manage assigned projects to ensure on time and within budget, monitor and report regularly to manage risk and provide updates to key stakeholders.
- Ensure documentation is current, available as required and is prepared using Council standard templates/documentation.
- Ensure Council processes and procedures are complied with.
- Collaborate with the Place and Space Marketing and Events team to ensure the successful launch of renewals and refurbishment projects are well communicated and delivered.

Customer Service

- Maintain a professional, courteous, and helpful attitude to all customers (internal and external) ensuring communication is accurate, succinct and in a manner which promotes customer service excellence and demonstrates organizational values.
- Maintain confidentiality at all times.

Teamwork

- Participate willingly and positively in the orientation, training and support of new staff in specific areas, providing coaching/buddy support as required.
- Provide a contribution to or participate in any projects and initiatives within the Group/organisation where required and the opportunity arises.
- Participate in initiatives and contribute suggestions as to improvements and/or efficiencies to enable ongoing quality improvement.
- Demonstrate a collaborative working style and participate as a member of the team undertaking all tasks maintaining positive working relationships with other staff members and internal and external customers.

Financial Management

- Ensure all financial activity is conducted in accord with current policy and procedures.
- Ensure you work within your financial delegation.

Monitoring and Reporting

- Review, monitor and report on activity or projects as required by the manager.
- Ensure any written reports are produced using Council standard templates and are provided within the required Peer Review timeframes.

Relationship Management

- Build and maintain effective professional working relationship with all key stakeholders.
- Build and maintain effective working relationships with other council staff members based on a collaborative, collegial and cooperative working style.
- Effectively influence key stakeholders through doing the right thing not necessarily the easy thing whilst maintaining good relationships and preserving Council's business objectives.

Information Management

- Take responsibility for ensuring Council information is stored with the appropriate accessibility in the designated systems, using processes and tools as described in the current Information Management Policy.

Personal Key Results

- Demonstrate commitment to organisational values through behaviour that is consistent with our caring, dynamic and effective approach to customer service.
- Establish and maintain effective and efficient working relationships with all stakeholders.
- Contribute collaboratively, positively and effectively to the operation of the team, the Group, and the organisation as a whole.
- Take responsibility for your own self development in order to enhance skills and knowledge applicable to current and future positions.
- Exhibit behavior which is consistent with the understanding of the Treaty of Waitangi and its application for the Council.

Health and Safety

All employees have a responsibility to work towards keeping a safe and healthy work environment by following all safe work methods, identifying work place risks and hazards and using appropriate safety equipment. This includes but is not exclusive to demonstration of the following:

- taking all reasonable steps to ensure your own safety at work, and that no action or inaction of yours while at work causes harm to any person or the environment;
- reporting any risks and/or hazards you become aware of in the workplace;
- observing all safety policies, procedures and precautions, including wearing and using the protective clothing and equipment;
- notifying your manager/Group Manager/H&S Advisor immediately if you have an accident/incident/near miss at work and completing the required forms within 24 hours;
- notifying your manager/Group Manager/H&S Advisor within 24 hours of filing any ACC claim for a work related accident or gradual process injury, and provide your manager/Group Manager/H&S Advisor with copies of relevant medical information specific to your claim; and
- complying with all policies and procedures that are in place.

At the discretion of the Council, as part of a rehabilitation programme, you may be required to return to work to undertake such alternative duties as are available and are as reasonably within your capability and level of fitness as determined in consultation with a registered medical practitioner.

Essential Skills, Knowledge and Experience

- A relevant Building or Property Project Management qualification and 5+ years' experience in commercial and/or residential property refurbishment project management.
- Experience in large projects financial budgeting and management.
- Effective interpersonal skills with demonstrated experience in managing effectively multiple suppliers and stakeholders ensuring the successful delivery of renewal or refurbishment projects.
- Outstanding negotiation skills with the ability to effectively procure suppliers and service providers to ensure projects are delivered to set expectations, on time and within budget.
- Experience working with large government or external funders to deliver complex projects.
- Ability to optimise and use software to assist in the delivery of property and facilities management and maintenance projects.
- Excellent working knowledge of local and central government legislation relevant to land and buildings, in particular, the Public Works Act 1981, Property Law Act 2007, and the Local Government Act 2002 & 1994, Reserves Act 1977, Building Act 2004 and Fire Regulations.
- Demonstrated understanding of asset management and lease management (i.e. ADLS Leases or Reserves Act leases) and experience in general building facilities management, maintenance and building compliance needs.
- Ability to effectively deliver technical property project management advisory services to varied audiences with little or no property knowledge.
- Experience in risk identification, assessment and management.
- Effective communication skills both oral and written with well-developed report writing skills.
- Demonstrated good judgement and political awareness regarding the importance of successful publicly funded projects.
- Effective time management skills and ability to work effectively without supervision and collaboratively as an effective team member.
- Strong problem solving and analytical skills.
- Holder of a current and valid full NZ Drivers' licence.

OTHER INFORMATION

From time to time, the position holder may be required to perform other duties in conjunction with the role and which are reasonably within their experience and capabilities.

Civil Defence Duties

All staff of Kāpiti Coast District Council may be required to undertake Civil Defence duties in the event of an emergency. (Training will be given as appropriate.)

The Council likewise recognises the staff member's need to ensure their family's needs are adequately catered for.

Performance Review

Performance in this position will be assessed in terms of an agreed performance plan.