

# Position Description

## Position Title - Ingoa Tūranga

Facilities Management Performance Analyst (403221)

## Group - Puni

People and Operations (P&O)

## Division - Tānga

Asset Management Division (AMD)

## Reports to - Menetia

Facilities Management Performance Manager (403222)

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### About the Public Service - Mō te Ratonga Tūmatanui

*Mahi tōpū ai ngā Kaimahi Tūmatanui e whai tikanga ai te noho a ngā tāngata o Aotearoa. Hei tā te Public Service Act 2020 ko te pūtake o ngā Kaimahi Kāwanatanga, ko te tautoko i te kāwanatanga whai ture me te kāwanatanga manapori; ko te āwhina i te Kāwanatanga o te wā nei me ē anamata ki te whakawhanake, ki te whakatinana hoki i ā rātou kaupapa here; ko te tuku i ngā ratonga tūmatanui e nui ana te kōunga, e nahanaha ana anō hoki; ko te tautoko i te Kāwanatanga e tūroa ai te whai oranga o te marea; ko te huawaere i te whai wāhitanga o te kirirarau ki te ao tūmatanui me te whakatutuki i ngā mahi i runga i tā te ture i whakahau ai. E hiranga ana te wāhi ki a mātou ki te tautoko i te Karauna i ana hononga ki ngā iwi Māori i raro i te Tiriti o Waitangi. Ahakoa he nui ngā momo tūranga mahi, e tapatahi ana ngā kaimahi tūmatanui i roto i te whakaaro nui ki te hāpai i ngā hapori, ka mutu, e arahina ana ā mātou mahi e ngā mātāpono matua me ngā uara o ngā Kaimahi Tūmatanui.*

The public service works collectively to make a meaningful difference for New Zealanders. The Public Service Act 2020 states that the purpose of the public service is to support constitutional and democratic government, enable both the current Government and successive governments to develop and implement their policies, deliver high-quality and efficient public services, support the Government to pursue the long-term public interest, facilitate active citizenship and act in accordance with the law. We have an important role in supporting the Crown in its relationships with Māori under the Treaty of Waitangi/te Tiriti o Waitangi. Whilst there are many diverse roles, all public servants are unified by a spirit of service to the community, and guided by the core principles and values of the public service in our work.

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### About the Ministry - Mō te Manatū

The Ministry of Foreign Affairs and Trade (the Ministry) acts in the world to build a safer, more prosperous and more sustainable future for New Zealanders. We do this by building connections with and influencing other countries to advance New Zealand's interests, project New Zealand values and secure the outcomes that matter to New Zealand. We pursue the Government's international priorities and provide advice to the Government on the implications for New Zealand of what is happening in the world.

Our work contributes to the wellbeing of New Zealanders' in the following ways:

- **Kaitiakitanga:** Generations of New Zealanders benefit from sustainable solutions to global and regional challenges;
- **Prosperity:** New Zealanders have better job opportunities and incomes from trade, investment and other international connections;
- **Security:** New Zealanders are able to live, do business, travel and communicate more safely at home and offshore;
- **Influence:** New Zealanders have confidence their country can influence others on issues that matter for them now and in the future.

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### Diversity and Inclusion - Kanorau, Kauawhi

We aspire to be a workplace that values and utilises diverse and inclusive thinking, people and behaviours. This means that our staff reflect the diversity of New Zealand and the countries we work in, and that the contributions of staff with diverse backgrounds, experiences, skills and perspectives are valued and respected.

Our values are:

- **Impact:** We achieve for New Zealand, every day, everywhere
- **Kotahitanga:** We draw strength from our diversity
- **Courage:** We do the right thing
- **Manaakitanga:** We honour and respect others

The Ministry recognises the importance of staff having flexibility around work hours and working arrangements to maintain a work/life balance. In turn there may be some situations where the Ministry's business deliverables require staff to be available during certain hours of the day or for longer periods to meet a temporary surge in work requirements.

### About the Position - Mō te Tūranga

MFAT is transitioning to a new asset management model across the Pacific that is largely an outsource partnership with Downer New Zealand (Downer). This new model is geared toward ensuring the Ministry's property assets in the Pacific align with the Ministry's Strategic Framework and Asset Management Strategy, namely the optimal renewal and maintenance of Ministry assets to mitigate risk, ensure business continuity and support people and their well-being.

The Performance Analyst, Contract Management will play an integral part of continuing to embed and evolve the new asset management model into the Ministry and drive continuous improvements property asset performance through sound analytics, and administration of activity from a new facilities management service contract. The role has been deliberately structured to complement the services; strategy, data management, planning, in-country management, delivery of trades, training and development and financial performance, through a partnership contract. As such, a key area of responsibility will be to drive performance improvement of both Downer (Services Provider) and MFAT to ensure the sustainable and enduring success of the new arrangement.

The Performance Analyst, Contract Management will work across the Asset Management Division (AMD) to ensure evidence-based decision making is made in line with the Ministry's strategic objectives. Lessons across the asset management model will need to be rapidly captured and applied across the relationship-based contract with Downer and more broadly across the global network where appropriate.

The Performance Analyst will ensure higher levels of asset performance outcomes through analytics, contract administration, governance and stakeholder management across the Ministry, both on and offshore, as well as with Downer in collaborative manner. (through alignment with ISO 55000: Asset Management and International Infrastructure Management Manual (NAMS) standards.)

The Performance Analyst, Contract Management position is periodically required for on-call work, and may be required to travel periodically.

The Performance Analyst, Contract Management may participate in MFAT emergency responses as required. This may include work outside of normal hours.

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### Key Accountabilities - Kawenga Matua

The following key accountabilities of this role assist in delivering the Ministry's purpose:

- Analyse data and compile comprehensive reports in relation to the contract performance, ensuring outputs provide the appropriate context, leading root cause analysis, and producing reports that are easily interpreted by stakeholders across diverse cultures and locations.
- Support the Facilities Management Performance Manager to ensure that comprehensive contract management and reporting systems are in place and comply with the conditions of the contract.
- Ensure legislative adherence and leadership with respect to Health, Safety and Environmental, including proactive reporting to the Ministry.
- Support the Facilities Management Performance Manager to ensure Ministry adherence to service provider contracts, including the approving or otherwise of provider outputs, claims, and service requests.
- Undertake analysis and reporting of changes in the nominated commercial contract that will include potential financial impacts (including changes in volume, price, CPI etc.).
- Compile and calculate monthly measures of contractor performance (SLAs and KPIs achieved, incentives achieved, penalties owed).
- Validate contract performance and compliance by analysing detailed information, ensuring the information provided is accurate, comprehensive and in the required format, including identifying areas for improvements.
- Undertake forecasting and reporting of expected contractual and overall maintenance spend, including tracking of actuals.
- Produce regular reports to ensure asset performance realising the benefits sought and objectives as set out in the benefits realisation plan.
- Act as a subject matter expert for contract analysis and asset performance measurement.
- Inform and contribute to the contract documentation, contract monitoring, measuring performance, contract enforcement and negotiation.
- Actively contribute to monitoring and analysis of business improvements in relation to the major out-sourced contracts
- Support the facilitation of value add through stakeholder groups e.g. Foreign Services and NZ Inc to identify and deliver on public value.
- Provide governance coordination, secretariat services, management reporting.
- Develop supporting documentation to manage the delivery of Minor Works through others.
- Ensure the Ministries Asset Register, through AIMS, is up to date with provider supplied asset information as per MFAT's requirements.
- Developing and maintaining positive and collaborative working relationships with all stakeholders required to input to, and/or affected by the changes.

### Health and Safety responsibilities

The Ministry is committed to providing a safe, healthy, and secure working environment for all staff, contractors and other workers, both on and offshore. This means ensuring that the Ministry complies with its obligations under the Health and Safety at Work Act 2015 (Act) and that workers are operating in an environment where health, safety and environmental safety hazards and risks are appropriately identified, eliminated, and mitigated, so far as is reasonably practicable.

You are responsible for:

- Work in collaboration with the Ministry's Health, Safety and Well-being team to ensure Downer have established and implement best practice processes and procedures across Downer operations.
- Ensure that resources and processes are in place and are being appropriately managed by Downer, such as HS&E plans and documentation including JSA's and permits to work etc.
- Engage with stakeholders, and Downer to enable proactive participation in matters related to health, safety and environmental.
- Assist with the identification of and ensure Downer accurately manage risks, including that controls are in place, that associated risks are being assessed and regularly reviewed, and an action plan determined to eliminate or mitigate the risks so far as reasonably practicable.
- Ensure that all health, safety and environmental incidents, illnesses, injuries, near misses are immediately reported through the Ministries risk reporting tools, including completing any investigation and application of lessons learnt.

### Organisational Responsibilities

- Understand the Ministry's strategic priorities and high-level outcomes framework and how this role contributes to the framework.
- Understand and apply the strategic context in which the Ministry operates, including priorities and perspectives of the Ministers, partner agencies, and external stakeholders.
- Understand Tikanga and Treaty of Waitangi principles and have sufficient appreciation of Te Reo Māori to be able to apply the Ministry Māori dimension, underpinned by Ministry values, in a way that is relevant to the context of our business.
- Be aware of and adhere to the Ministry's Health and Safety policies and procedures.
- Share in the responsibility for health and safety in the work environment by carrying out work-related activities in accordance with safe operating procedures and by accurately reporting all hazards, accidents and incidents.
- Treating information as taonga, and creating reliable and trustworthy records in approved systems so that they can be found and used by others
- Participate in Ministry-wide projects and emergency responses as required.

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### Skills, Knowledge and Experience - Tohu Mātauranga, Pūkenga, Mātauranga, Wheako

The Performance Analyst, Contract Management will have the following experience, skills and knowledge:

#### Experience

- Tertiary qualification in business building sciences or a related field.
- Demonstrated experience with Excel, Word, Power BI, Survey Monkey and preferably Visio.
- Experience in developing and producing contract management and governance reports, with contract management systems and processes.
- Experience in facilities/asset management.
- Experience in commercial functions in a large organisation with significant exposure to contract management, analysis, and reporting.
- Experience in change management with stakeholders to implement new ways of working

#### Skills and knowledge

- An understanding of asset management principles and whole-of- life asset management cycles
- Demonstrated competence in the gathering, analysis and presentation of qualitative and quantitative information, applying critical thinking, and generating management reports to stakeholders and other senior managers.
- Demonstrated analytical, statistical and numerical skills with strong attention to detail and ability to diagnose root causes of problems.
- Excellent verbal and written communication skills to convey complex information to a variety of audiences, able to articulate views convincingly, and to influence others to adopt their course of action.
- Proven ability to build strong relationships across diverse groups, including key influential stakeholder groups (which includes internal senior leaders and peers across head office and posts), NZ Inc and Foreign Services.
- Excellent contract administration experience, including governance coordination and secretariat services.
- The ability to work within different cultures, particularly within the South Pacific, and an understanding of how to communicate and operate in a geographically diverse environment.
- Understanding of The Treaty of Waitangi/Te Tiriti, Te Reo Māori and Māori customs and protocols would be beneficial.

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### Relationships - Pātahitanga

The Performance Analyst, Contract Management position is required to build and maintain the following relationships:

**Within the Ministry:**

- Strategy and Planning Team, AMD
- Asset Management Team, AMD
- Project Managers
- Finance Division
- Security and Organisational Resilience Division
- Information Management Division
- MFAT's internal clients i.e. staff overseas
- MFAT's enabling teams that will assist/support delivery of the Project (PDS, COD, etc.)

**Outside the Ministry:**

- Downer
- Relevant personnel from other NZ Inc agencies or Foreign Services
- Service providers contracted to provide specialist input to the Project.

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**Delegations - Whakatautapatanga**

- Delegations are set out in the Ministry's Instrument of Delegation.

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**Mandatory Role Requirements - Whakaritenga Tūanga Whakahauanga**

- You must hold New Zealand citizenship.
- You must be able to obtain and maintain an appropriate New Zealand Government Security clearance.

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**References**

- **Ministry's Strategic Intentions**

Available here: <https://www.mfat.govt.nz/en/about-us/our-strategic-direction/>