

Position Description

Position Title - Ingoa Tūranga

Event Facilities Lead (403577)

Group - Puni

People and Operations Group (P&O)

Division - Tānga

Building Operations Team

Reports to - Menetia

Workplace Manager (403572)

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 and 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.

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.

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

The Ministry's new custom-designed Head Office at Molesworth Street introduces a number of new or augmented functions enabled by the new accommodation, as well as a move to a more flexible and sustainable way of working. The new Head Office significantly raises service level expectations.

The Building Operations team is responsible for ensuring the Ministry is able to operate effectively, safely and sustainably in its Head Office, including the provision of services and functions that will enable the Ministry to deliver its current and future roles, provide a strong statement of our NZ identity, and achieve our desired ways of working. In addition to providing core facilities management services for the Ministry's Head Office, the Team manages the front of house experience and management of events and large hosting/meeting spaces and facilities. The new Head Office includes a significant investment in these spaces and facilities, and this investment needs to be enabled by capabilities that optimise their use and meet much higher service level expectations.

Reporting to the Workplace Manager, the Event Facilities Lead position is responsible for managing the effective operation of the conference, large meeting spaces, and Emergency Coordination Centre spaces at Head Office and for coordinating and delivering support services to ensure the smooth running of all events and meetings in these spaces, including the arrangement of tea and coffee services, and/or catering services from outsourced providers. These events may be held outside of normal working hours which will require the coordination of in-house functions and third-party contractors to integrate security, facilities management, technology support, and cleaning services. The position will provide first level technical support for audio-visual technology in these areas and will manage the contract for services for maintenance of this technology.

The position will manage room bookings for the conference and large meeting spaces/rooms on Levels 10 and 11 and will adjust room set up/layouts according to business needs and generally ensure rooms are clean, tidy, and ready for meeting bookings.

This position may participate in MFAT emergency responses as required. This may include work outside of normal hours.

Key Accountabilities - Kawenga Matua

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

Event Planning and Management

- Support the business in event planning and securing conference and large meeting facilities.
- Arrange and coordinate delivery of all services to support events of up to 250 people during business and after-hours, including audio-visual technology and catering services from casual provision to full dining service.
- Coordinate in-house functions and external contractors to provide the logistical support for events during business and after hours, including facilities management, security, cleaning and floor set-up/pack-down.

Booking Management – Conference space and large meeting rooms (Levels 10 and 11)

- Manage and monitor the booking calendar and communication channels for booking requests.
- Respond to and communicate with staff to ascertain their meeting/conference room requirements.
- Ensure sufficient transition time between bookings for room set up.
- Keep staff informed of booking status and any potential impacts to bookings.
- Communicate with staff to ensure they are familiar with booking processes, requirements, and services available.
- Develop where applicable user guides to assist with the efficient use of conference and meeting spaces and facilities.

Large Meeting Room and Conference Space Set-up and Support

- Ensure meeting rooms layouts are completed as agreed with the booking owner.
- Collaborate with staff to understand their requirements and provide advice on suitable set up options.
- Work with the Workplace Coordinator and Receptionist in supporting room set ups and provision of tea & coffee services as required.
- Proactively check and test room equipment to ensure it is functioning correctly in advance of each meeting/event.
- Work in collaboration with the wider Building Services team to ensure faults are promptly resolved and externally provided services fit for purpose.

Emergency Coordination Centre (ECC) Set-up and Support

- Maintain close liaison with Organisational Resilience team to understand all requirements for set up and support of ECC responses.
- Ensure ECC room layouts are set-up and supporting services established to meet these requirements.
- Monitor and respond to changing requirements during the lifetime of an ECC response.
- Work in collaboration with the wider Building Operations team to ensure faults are promptly resolved and externally provided services fit for purpose.

Technology Support

- Provide first level technical support for large meeting room technology issues (projectors, displays, and audio-visual/virtual meeting equipment)
- Manage the internal or external services agreement for technical support and maintenance of this technology, ensuring all equipment is kept current with updates and faults are resolved within agreed service level timeframes.
- Develop user guides for meeting room equipment to support users.

Processes and Procedures

- Develop and maintain Standard Operating Procedures (SOP's) for the large meeting and conference related functions to ensure currency and accuracy.
- Develop and communicate guidance to ensure the Ministry's staff are educated on the services provided, processes and channels to access the service, and how to operate relevant technology and equipment.
- Proactively review processes and procedures to improve the quality and efficiency of the services.

Leadership

- Provide direction and guidance to, and work collaboratively with, the Workplace Coordinator in their support of meeting and conference room management, identifying and facilitating opportunities for on-the-job learning and development.
- Demonstrate the organisation's values, goals, policies, and procedures in all aspects of work.
- Buddy new members of the team supporting a culture of learning and sharing of experiences.

Team Support

- Provide cover for reception duties in the event of team absences.

Relationship Management

- Develop and maintain key relationships both internally and externally to advance the division's objectives.

Knowledge Management

- Contribute to the continuous development of the Ministry's knowledge base by using the Ministry's internal systems, sharing information and data with relevant internal stakeholders.

Health and Safety

The Ministry is committed to providing a safe and healthy working environment for all staff, including contractors and other workers, both on and offshore. You are responsible for:

- Ensuring all contractors have undertaken required sign in and Health and Safety inductions before commencing work within the Ministry's spaces.
- Advising contractors on their Health and Safety obligations whilst working within the Ministry property and do not allow work to proceed where these are not being observed. taking reasonable care of your own and other's health and safety and being mindful of the effect of your actions (or lack of action) on the health and safety of others
- Complying with reasonable Ministry instructions to ensure the Ministry can comply with the Health and Safety at Work Act 2015
- Cooperating with health and safety policies and procedures
- Identifying and reporting hazards, injuries, illness, and incidents (including near misses) that arise from your work or in the workplace.
- Identifying and eliminating or mitigating health and safety risks so far as reasonably practicable and consulting with others in doing so
- Raising health and safety matters with your manager or health and safety representative (or contact as appropriate)
- Ensuring that all health and safety incidents, injuries, near misses are immediately reported through Risk Manager.
- Ensuring that significant hazards and risks or critical incidents are drawn to the immediate attention of your manager.

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.
- All other duties as reasonably requested by the employer.

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

The Event Facilities Lead will have the following experience, skills and knowledge:

Experience:

- Significant experience in managing conference and meeting spaces and facilities for hosting corporate/government events.
- Strong experience in planning and managing events, including the coordination of all support services.
- Experience in supporting the operation and maintenance of meeting and conference room technology.
- Experience in managing and coordinating delivery of catering services for events.
- Experience in managing service contract delivery and performance within a corporate office environment.
- Experience managing customers and stakeholders to understand their needs and meet their expectations.

Skills and knowledge:

- Technical knowledge and ability with audio-visual meeting and conference room technology, to set up and fix/triage issues.
- Strong knowledge and understanding of tikanga for hosting cultural events.

- Strong understanding of the Health & Safety at Work Act 2015 principles
- Strong planning and organisational skills that ensures the customer's needs are put first.
- Ability to problem-solve issues with critical thinking skills.
- Experience using the Microsoft Office Suite of products.
- Ability to recognise, document and improve business processes.
- Excellent time management skills with a proven ability to effectively prioritise and execute tasks in a highly pressured environment.
- A strong focus on quality and attention to detail
- Ability to work as part of a team is essential but is also self-motivated.
- Strong written and verbal communication skills
- Demonstrates the drive and ability to improve own capability, including a self-awareness and self-improvement focus.
- Demonstrates a high level of integrity and discretion and a strong ethical approach.
- Committed to continuous improvement with the ability to implement and champion facilities change initiatives within the Ministry.
- Understanding of The Treaty of Waitangi/Te Tiriti, Te Reo Māori and Māori customs and protocols would be beneficial.

Relationships - Pātahitanga

The Event Facilities Lead position is required to build and maintain the following relationships:

Within the Ministry:

- All Wellington based staff and managers.
- Building Operations Team
- Asset Management Division (AMD)
- Security (SORD)
- Information Management Division (IMD)
- Te Houtina
- Protocol Division (PRD) and Visits, Events and Logistics Unit (VELU)
- Health & Safety at Work team (PEP)

Outside the Ministry:

- Landlords/Building owner
- Other tenants/sub-tenants
- Service providers
- Contractors and consultants
- Sub-contractors

Delegations - Whakatautapatanga

- The role is responsible for the management of NIL direct reports.
- Delegations are set out in the Ministry's Instrument of Delegation.

Mandatory Role Requirements - Whakaritenga Tūranga Whakahauanga

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

References

- **Ministry's Strategic Intentions**
Available here: <https://www.mfat.govt.nz/en/about-us/our-strategic-direction/>