

Position Description

Position Title - Ingoa Tūranga
Workplace Manager (403572)

Group - Puni
People and Operations Group (P&O)

Division - Tānga
Building Operations Team

Reports to - Menetia
Principal Adviser

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.

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 the Ministry to 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 by applying activity-based working principles. The new Head Office significantly raises service level expectations and will require a strategic and proactive approach to the management of the Ministry's people within the Head Office and of the new asset-base.

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.

The Workplace Manager role holds primary responsibility, through the leadership of the Building Operations Team, for ensuring the Head Office remains fit-for purpose and supports the Ministry to achieve improved performance and sustainability, and to be an employer of choice. The role is responsible for the strategic management of the Head office workspaces and assets and how the Ministry's people operate within those workspaces.

The role leads and manages the Building Operations Team to provide core facilities management services for the Ministry's Head Office including front-of-house, strategic management and proactive maintenance of the premises and assets, and the operation and management of hosting and conference/large meeting spaces and facilities. The role holds overall responsibility for the development and operationalisation of processes, procedures and systems that will ensure a safe workplace for all staff, contractors and visitors to our Head Office. The role is accountable for ensuring the effectiveness of on-site health and safety and emergency response operations and systems, and that plans are in place to ensure critical facilities functions can operate through disruptive events.

This role will maintain strong relationships with internal leadership and with key external stakeholders, to understand the changing needs of the Ministry and ensure the Head Office environment responds to these needs. It is responsible for monitoring and reporting on the performance of the property and assets, and on how workspaces are used.

This role provides the strategic capability to manage and continuously improve the Head Office workspace and its utilisation through regular engagement with Ministry leaders and staff, recommending changes to policies, processes, practices or behaviours that will optimise efficiency and/or improve user experience. This role will be the business owner of the operating model for 'ways of working' in Head Office, ensuring consistency of implementation and adapting, as required, to changing business needs. It will also hold overall accountability for the location of business groups, divisions, and teams within the Head Office, applying a flexible, proactive approach to planning and adapting for future resourcing changes.

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. The list is not exhaustive and the specific accountabilities that must be performed or focused on at any given time may vary given the nature of the role.

Strategic organisational planning, oversight and management of Head Office environment and usage

- Lead the effective operationalisation of the Ministry's preferred modern/activity-based working model for its Head Office and the policies, processes, practices and behaviors that support this.
- Engage regularly with business leaders to understand current and future business needs and anticipated changes and maintain and proactively update plans for workplace and associated workforce management within the Head Office to respond to these changing needs.
- Develop and implement a workspace and workforce monitoring framework to produce data and generate insights on the operation of the model and the flexible usage of Head Office workspaces.

Stakeholder Engagement and Relationship Management

- Represent the Ministry externally as the primary contact and relationship point for all matters relating to the operation of the Head Office and how it is used.
- Develop strong relationships and hold regular engagements with leaders across the business to understand their current and future use and needs of the Head Office workspaces.
- Develop and implement a Stakeholder Management Plan to support these regular engagements and to capture and respond to individual stakeholder feedback and requirements.
- Communicate regularly with the wider Ministry to ensure a clear understanding of the performance of the workspaces and how people are (or should) be using the spaces to optimise the environment for everyone.
- Work collaboratively with stakeholders to support the achievement of shared objectives.
- Regularly review and report on stakeholder feedback and improvement opportunities identified and implemented.

People Leadership

- Define clear roles, responsibilities and performance expectations to ensure service deliverables consistently meet the required standards.
- Recruit, retain and develop high performing team members to ensure the team maintains the required capability levels, and build a team who are focused on supporting the performance of internal customers.

- Lead, motivate and empower staff to make decisions within their areas of expertise, while consulting on issues that need wider consideration.
- Build strong team spirit and level of engagement, acknowledging team contribution and achievement as appropriate.
- Ensure the performance management framework is implemented for self and team members, actively managing both strong and poor performance
- Take ownership for formally and informally coaching and mentoring team members, setting and upholding high standards for the quality of their outputs, and fostering a culture of learning, sharing experiences, and constructively challenging ideas to ensure the team consistently meets expectations.
- Encourage and enable team members to develop specialised skills, knowledge and experience in priority areas as required to deliver the Ministry's Strategic Framework

Governance

- Establish and sustain adequate governance structures at the right organisational level to ensure effective, informed and responsive decision-making and risk/issue management and escalation.

Landlord management and sub-tenant liaison

- Develop strong relationship as the head-relationship holder with the landlord, ensuring effective management and compliance with lease obligations, and acting as point of escalation for unresolved issues.

Processes & Procedures

- Oversee the development and maintenance of Standard Operating Procedures and supporting processes for the effective and safe operation of our Head Office
- Oversee the development and implementation of the Annual Facilities Management Plan
- Regularly review and update strategy, processes, and procedures to ensure alignment with the Ministry's strategic objectives.

Health and Safety

MFAT is committed to providing a safe, healthy, and secure working environment for all staff, contractors and other workers. This role holds overall responsibility for leadership of operational health and safety across the Ministry's Head Office. This means ensuring that MFAT complies with its obligations under the Health and Safety at Work Act 2015 (Act) and that workers are operating in an environment where health and safety hazards and risks are appropriately identified, eliminated, and mitigated, so far as is reasonably practicable. Through effective management of the Building Operations team, this role holds accountability within the Head Office for:

- Establishing and implementing best practice operational processes for the management of health and safety in our Head Office, in consultation with the Ministry's Health and Safety team.
- Ensuring that health and safety resources and processes are in place and are being appropriately used in our Head Office
- Ensuring health and safety related roles, such as First Aiders and Evacuation Wardens, are populated, trained and operating effectively across Head Office floors to meet health, safety and emergency response requirements.
- Acting as champion for health and safety matters within our Head Office
- Ensuring that appropriate health, safety, and hazard management and reporting systems and processes are in place to report all incidents and near misses, identify hazards and control/mitigate risks.

Business Continuity and Emergency Management

- The role is accountable for ensuring the effectiveness of on-site emergency response operations and systems, and that plans are in place to ensure critical assets are available and facilities functions can operate continuously through disruptive events. With specific reference to the Building and Operations team this role is also responsible for:
 - Developing and implement processes and procedures for foreseeable events to ensure a planned and consistent response can be achieved by the team in response to unplanned event.
 - Identifying key risk management activities to be undertaken to align the team's planning with the Ministry's Business Continuity and Risk Management planning.

Reporting

- Management and oversight of a reporting framework to ensure the Ministry's leadership has full visibility and understanding of all aspects of the performance of the Head Office and the Building and Operations team in meeting and/or supporting the Ministry's strategic objectives, including:
 - Workspace utilisation – efficiency and effectiveness
 - Financial performance (OPEX)
 - Accommodation and asset performance (CAPEX)
 - Risk management
 - Operational health and safety management performance
 - Contract performance
 - Annual work plan delivery
 - Stakeholder feedback and continuous improvement
 - Environmental and Sustainability
- At all times ensure the Ministry leadership is kept informed of matters that may pose a risk to its Head Office operations.

Continuous Improvement

- Develop and implement continuous improvement systems and processes to ensure a structured approach to identifying and responding to improvement opportunities in respect of all duties and activities of the Building Operations team.
- Lead the delivery of continuous improvement initiatives and report on anticipated outcomes.

Commercial and Financial Management

- Responsible for development and management of team/division and asset budgets and financial decision-making within delegations.

Knowledge Management

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

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 Workplace Manager will have the following experience, skills and knowledge:

Qualifications:

- Ideally a Facilities Management/Property and/or relevant HR qualification

Experience and knowledge:

- Significant experience in the strategic management of large, complex office-based accommodation
- Demonstrated accountability for leadership of workplace and workforce management in a modern and/or activity-based working environment
- Minimum of 10 + years of Property/Facilities Management experience
- Extensive experience in managing people/teams
- Significant experience in functional representation and stakeholder management internally and externally
- Strong experience in operating and reporting at all governance levels and maintaining the trust and confidence at senior leadership level.
- Strong understanding of building infrastructure and systems
- Demonstrable experience developing Facilities and/or Asset Management Strategy
- Experience of developing and/or operating asset management and financial programmes to manage workflow
- Understanding of commercial lease arrangements re Tenant obligations (ADLS, Government Standard DOL)
- Understanding of Government Procurement rules and principles
- Knowledge of Contract Management principles
- High level of knowledge of Modern/Activity Based Working principles
- Experience identifying and implementing continuous improvement initiatives
- A knowledge of current sustainability practices including energy efficiency and waste management

Skills:

- A high level of leadership acumen. This includes:
 - the ability to coach and develop people, to ensure that staff have the right skills to do their jobs well and progress in their careers
- the drive and ability to improve own capability. Includes self-awareness and self-improvement focus
- The drive and resilience to contribute proactively and deliver sustainable high performance
- Ability to apply appropriate perspective and lens to establish credibility
- Strong written and verbal skills
- Ability to build, maintain and leverage relationships with key internal and external contacts
- Strong planning and organising skills
- Good understanding of tikanga and Treaty of Waitangi principles
- Competent in Microsoft Office suite of products
- A good understanding of the Machinery of Government and the Government decision making process
- Ability to work effectively with leaders and their teams across MFAT
- Excellent judgment and decision-making skills
- Strong project and programme development skills
- Use of asset and facilities management and workflow systems
- Understanding of The Treaty of Waitangi/Te Tiriti, Te Reo Māori and Māori customs and protocols would be beneficial.

Relationships - Pātahitanga

The Workplace Manager position is required to build and maintain the following relationships:

Within the Ministry:

- SLT and other relevant governance forums
- People and Operations (P&O) Leadership Team
- Asset Management Division (AMD)
- People team (PEP)
- Security (SORD)
- Information Management Division (IMD)
- COD (Commercial Division)
- FIN (Finance Division)
- Post Staff (incl. HOM/HOP, Administration Manager and SEAP)
- Other MFAT divisions

Outside the Ministry:

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

Delegations - Whakatautapatanga

- The role is responsible for the management of six 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/>