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## Position Description

**Position Title - Ingoa Tūrangā**

**Facilities Manager (400317)**

**Group - Puni**

**Europe, Middle East, Africa and Australia Group**

**Division - Tānga**

**Europe Division**

**Reports to - Menetia**

**Administration Manager**

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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 ō anamata ki te whakawhanake, ki te whakatinana hoki i ā rātou kaupapa here; ko te tuku i ngā ratonga tūmatanui e nui ana te kounga, 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 tūrangā 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.

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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.

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### About the Position - Mō te Tūranga

The Facilities Manager is accountable for the reliable and safe operation of the buildings occupied in Moscow to support the operation of the New Zealand Embassy. Key accountabilities include maintenance and asset management planning, technical advice on equipment selection and renewals, and the operational delivery of the maintenance and capital investment programmes in Moscow. The role will work with stakeholders, including asset management staff based in Wellington, and external service providers to deliver effective facilities management and maintenance programmes. The role provides facility management expertise to identify maintenance requirements, monitor performance standards, resolve technical issues and manage the facility's service contracts.

Commented [HD1]: Language OK? Does this overstate or conflict with Admin Manager's accountabilities?

### Key Accountabilities - Kawenga Matua

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

#### Facilities Management

- Provide expert technical input into the development and implementation of asset lifecycle management, total cost of ownership (TCO), maintenance plans, replacement plans and component lifecycles and risk management on behalf of the Ministry.
- Identify, troubleshoot and resolve technical and facility-related faults, breakdowns and issues.
- Work with Wellington-based Senior Facilities Management Advisors, Regional Asset Managers, Security Advisers and external service provider(s) to ensure the management and delivery of facilities management services for the maintenance of regional property assets (both owned and leased)
- Work in partnership with service providers and internal customers to ensure the delivery of facilities management services is prompt and delivered within a quality assurance framework
- Advise on any outsourcing of facilities services.
- Manage all asset, property and facility related service contracts. and ensure compliance with relevant legislation and regulations are achieved
- Manage the response to all building maintenance and property related issues, including outside of normal working hours
- Ensure maintenance records (AIMS), budgets and planning for all property, equipment, and vehicles are accurate and forecasted
- Maintain oversight of the health and safety and liveability condition for all Embassy properties including staff housing

Commented [JR2]: This is the physical doing part of the job that cannot be done by SEP so required by FM. Also it includes all aspects of what we assume AMD cover which is staff housing and vehicles etc

#### Security

- Understand and follow all of the facilities' security plans.
- Maintain a close relationship with the Post Security Officer and the Wellington-based security team.
- Provide local technical support for all security equipment in liaison with the Wellington-based security team

#### Standards

- Help ensure the delivery of total customer satisfaction and incorporate customer feedback into the service delivery model and service improvement standards
- Develop effective working relationships with relevant stakeholders local and Wellington-based (internal and external) as required
- Maintain a long term outlook on all MFAT properties in Moscow including views and plans for future requirements
- Manage the performance of service contractors and external service providers
- Provide cost effective and sustainable solutions that drive cost reductions or efficiencies in operating our properties in Moscow such as equipment or system solar and other alternate energy options
- Help ensure that all facility-related risk management processes and policies are in place and operational
- Help ensure property management and facilities management services are provided through the efficient contract management of external provider(s) and the in post team
- Promptly address issues for internal customers relating to property and facilities management as required, working with relevant managers, Procurement and other stakeholders to resolve issues as necessary
- Keep up to date with current developments in the building services property and facility management industry
- Maintain a focus on continuous improvement to ensure cost effectiveness and improved efficiency.

Commented [HD3]: Relevant? SLA - is this referring to agency agreements. More an admin manager function I think.

Commented [RJ4R3]: I interpreted this to mean contracted services such as snow clearing, window cleaning, etc

Commented [JR5]: Not a large part of the role now the refurbishment is complete but good to have.

#### Projects/Minor Capital Works

- Manage and support the local delivery of projects within embassy properties
- Act as a technical interface between project resources, Wellington-based Senior Facilities Management Advisors, Regional Asset Managers, Security Advisers, consultants and contractors
- Provide specialist advice and support for new construction projects as required
- Ensure relevant Property/Assets documentation is developed in a collaborative manner, is accurate, readily accessible and supports the delivery of the Post's plans

#### Financial Management

- Ensure financial monitoring of contracts for all building and facility management related work
- Establish safeguards to ensure that budgets are not overspent and that the role's financial delegation is observed in respect of facility maintenance and management

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- Monitor property and facilities costs to ensure that the Ministry is obtaining value for money

### **Oversight of the Post's IT and security systems and procedures.**

- Manage and support all first line support to ICT assets and systems, ensuring post IT and PABX equipment function correctly.
- Support beyond first line repairs and maintenance will be supported remotely and guided by the Information Management Division (IMD) Wellington.
- Work with IMD via formal systems (Global Service Portal) and Regional Engineer to resolve all IT issues affecting post operations, quickly and satisfactorily
- Train Embassy staff in changes to IT policy, functionality and/or operational environment
- Support Embassy security systems, including access cards and keys, in consultation with SEC, IMD and AMD
- Ensure locks are changed and paperwork completed as required

Commented [HD6]: Repeated below.

### **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, healthy and secure working environment for all staff, contractors and other workers, both on and offshore.

As a manager you are required to demonstrate leadership of all health and safety matters for your area of responsibility. This means ensuring that the Ministry complies with its obligations under the Health and Safety at Work Act 2016 (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.

### **The incumbent is responsible for:**

- ensuring that health and safety resources and processes are in place and are being appropriately used
- engaging with staff, and contractors to enable proactive participation in matters related to health and safety
- ensuring that health and safety hazards are identified (in consultation with staff), 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
- implementing the agreed actions to eliminate or mitigate the assessed risks and monitoring and reviewing progress
- ensuring that the group or event hazard and risk register documents and systems are regularly updated and controls are regularly reviewed
- ensuring that all health and safety incidents, illnesses, injuries, near misses are immediately reported through Risk Manager and followed-up
- 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.
- Understand and comply with all Health and Safety policies and procedures.
- Lead and advocate for health and safety in the workplace. Demonstrate this in the way facility-related activity is conducted with safe operating procedures in place and by reporting all hazards and incidents.
- 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, including contributing to/presenting at internal learning and development opportunities.

Commented [DM7]: Needed?

Commented [JR8R7]: Either the tertiary qual or the industry experience but it is definitely needed. It's the disciplines that both offer which are required for the role esp because in MOS (where there is limited cleared HR) there is the need for the role to be hands on technically, computer savvy and manage process or project.

Commented [HD9R7]: The role doesn't need strong property or project management skills but can demonstrate they have worked in ways that understand the benefits of a PM approach to planning and the linkages of their work to the successful operation of the facility. Main focus needs to be on the equipment and systems. A suggested reword is: "A relevant trade or tertiary qualification in a building services, engineering (mechanical or electrical) or construction discipline."

Commented [HD10]: Abbreviated earlier in the document.

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

The Senior Facilities Manager will have the following experience, skills and knowledge:

#### Experience:

- A trade qualification in a construction, engineering (mechanical and electrical) or property related discipline
- High level of technical expertise with at least 5 years relevant industry experience in commercial and residential building services installation and maintenance overseas experience
- Demonstrated experience managing and advising on (TCO), risk management, asset lifecycle management, maintenance and replacement programmes
- Experience in developing and implementing asset management and facility maintenance plans
- Ability to apply and advise on the commercial implications think strategically with relation to commercial projects

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- A sound understanding of commercial and contractual implications
- Experience with procurement
- Experience with efficiency improvements

### Skills and knowledge:

- Sound understanding of tikanga and Te Tiriti o Waitangi principles
- Strong customer-oriented focus
- Strong written and oral communication skills
- Competent in Microsoft Office suite
- Strong project management planning and organisational skills
- Strong achievement/delivery focus – sets high standards including accuracy and attention to detail
- Sound judgement and decision-making skills
- Strong analytical skills
- Commitment to continuous improvement
- Ability to anticipate issues and problems and think of creative solutions

### Additional Comments

- You must also:
- Hold New Zealand citizenship
- Be able to obtain and maintain an appropriate New Zealand Government Security clearance (Top Secret clearance required)

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### Relationships - Pātahitanga

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

#### Within the Ministry:

- Asset Management
- Security
- Procurement
- Finance
- Information Management
- Regional Division
- Regional post management including Group Business Manager
- Direct reports and Heads of Mission
- Other MFAT staff, both onshore and offshore

#### Outside the Ministry:

- Technical Specialists
- Government agencies with representation overseas
- Counterparts across other Government agencies and the broader public service
- Counterparts across other Foreign Services
- Consultants/Suppliers
- Third party providers

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### Delegations - Whakatautapatanga

- This role is responsible for one direct report – Maintenance Assistant (locally engaged)
- Delegations are set out in the Ministry's Instrument of Delegation.

Commented [HD11]: Check role title please

Commented [RJ12R11]: This is the title for the SEP in MOS

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### 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.

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### References

- **Ministry's Strategic Intentions 2024-2028**  
Available here: [Strategic-Intentions-2024-2028.pdf](#)