

Position Title - Ingoa Tūranga

Lead Advisor Technical Facilities (401914, 401151)

Group - Puni

People & Operations Group (P&O)

Division - Tānga

Asset Management Division (AMD)

Reports to - Menetia

Portfolio Manager

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 Asset Management Division (AMD) is responsible for leading the strategic asset planning and management of MFAT's property and assets portfolios. MFAT has a network of 350+ Chancery, Official Residence and residential staff premises overseas, providing secure, functional work and living environments for staff to support and conduct the Government's official business effectively. AMD is also responsible for MFAT's vehicle fleet.

The Lead Technical Facilities Advisor provides enterprise-level leadership and technical authority for facilities management, building services, critical infrastructure and operational resilience across MFAT's global property portfolio.

The role is responsible for establishing and maintaining facilities management standards, maintenance strategies, lifecycle planning approaches and operational assurance frameworks that support safe, compliant, resilient and cost-effective asset performance. The position provides authoritative advice on building services, facilities operations, technical risk, compliance, sustainability, business continuity and whole-of-life asset management.

Reporting to the Portfolio Manager, this role operates across a diverse international property portfolio and provides leadership in facilities management practice, supplier performance, asset lifecycle planning, and technical decision-making. Working closely with Property Managers, Contract Managers, the Asset Information Manager, Compliance Manager, Capital Programmes, contractors, service providers, and Posts, the role ensures facilities management activities and investment decisions align with organisational priorities, risk settings, asset strategies, and operational requirements.

As the senior facilities management specialist within AMD, the role supports capability development, continuous improvement and the ongoing maturation of MFAT's facilities management practices. The position provides a critical link between strategic asset planning and operational service delivery, ensuring facilities-related risks, opportunities and investment requirements are effectively identified and managed.

Key Accountabilities - Kawenga Matua

Technical Leadership and Facilities Management Strategy

- Provide enterprise-wide technical leadership on facilities management, building services and property operations.
- Implement facilities management strategies, lifecycle management approaches and maintenance frameworks across the global portfolio.
- Provide expert advice on critical building systems, infrastructure performance, operational resilience and sustainability.
- Lead the development of facilities-related policies, standards, procedures and guidance material.
- Ensure facilities management practices support long-term asset performance, operational requirements and organisational objectives.

Asset Lifecycle Planning and Performance

- Assist in the development and maintenance of facilities management plans, maintenance strategies, replacement programmes and lifecycle plans.
- Provide expert advice on total cost of ownership, asset performance, reliability and renewal planning.
- Support portfolio planning and investment decisions through facilities-related analysis and recommendations.
- Monitor facilities performance and identify opportunities to improve service delivery, cost effectiveness and asset outcomes.
- Ensure facilities-related risks and asset condition issues are appropriately identified, assessed and addressed.

Operational Assurance and Resilience

- Provide oversight of facilities-related compliance (including building health and safety), operational performance and technical risk management.
- Lead assurance activities relating to critical infrastructure, life-safety systems and essential building services.
- Support business continuity planning and resilience initiatives across the portfolio.
- Act as technical escalation point for complex, high-risk or non-routine facilities issues.
- Support incident investigations and provide technical advice relating to facilities performance failures or disruptions.

Contract and Supplier Performance Management

- Lead the facilities management relationship with external service providers and specialist contractors, acting as the primary operational interface or working through Property Managers and Contract Managers as appropriate to the contract and service delivery model.
- Maintain facilities management service standards and performance expectations.
- Monitor supplier performance against contractual requirements, service levels and organisational expectations.
- Support procurement, contract development, contract review and renewal processes.

- Lead resolution of complex supplier performance issues and technical disputes.

Sustainability and Environmental Stewardship

- Provide leadership on environmental sustainability initiatives relating to facilities management.
- Support delivery of energy management, emissions reduction and environmental performance programmes.
- Ensure sustainability considerations are incorporated into facilities planning, maintenance and investment decisions.
- Promote environmentally responsible facilities management practices across the portfolio.

Portfolio Support and Investment Advice

- Support Property Managers and Portfolio Managers by providing facilities management expertise for planning, investment and asset decisions.
- Provide technical input into business cases, feasibility analysis and investment proposals.
- Support prioritisation of maintenance, renewal and improvement programmes.
- Assist with planning and delivery of minor works and facilities improvement initiatives.

Capability Development and Knowledge Leadership

- Develop facilities management capability across AMD and Posts.
- Mentor staff and provide specialist technical guidance.
- Promote consistent application of facilities management standards and best practice.
- Contribute to continuous improvement and organisational learning initiatives.

Leadership and Stakeholder Management

- Build and maintain effective relationships with Posts, technical specialists, contractors, suppliers and stakeholders.
- Represent AMD on facilities management matters across MFAT and externally where required.
- Provide clear, evidence-based advice to senior leaders and governance groups.
- Contribute to Asset Management Division leadership discussions and strategic initiatives.

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.

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

The Lead Advisor Technical Facilities will have the following qualifications, skills and experience

Experience

- Significant senior-level experience in facilities management, building services engineering, asset management or property operations.
- Demonstrated experience leading facilities management services across complex and geographically dispersed property portfolios.
- Experience developing facilities management strategies, lifecycle plans and operational frameworks.
- Experience managing service providers, supplier performance and contract delivery.
- Experience supporting investment planning, maintenance prioritisation and asset performance improvement.
- Experience operating in complex public-sector or regulated environments.
- Experience advising senior leaders on technical, operational and facilities-related risks and trade-offs.

Skills and Knowledge

- Advanced knowledge of facilities management, building services and critical infrastructure systems.
- Strong understanding of asset lifecycle management, maintenance planning and total cost of ownership principles.
- Strong understanding of compliance, health and safety, operational resilience and business continuity requirements.
- Strong commercial and financial acumen, including supplier performance management and value-for-money assessment.

- Highly developed communication and stakeholder engagement skills.
- Proven ability to influence across organisational boundaries and diverse stakeholder groups.
- Strong analytical and problem-solving skills.
- Ability to exercise sound judgement in complex and high-consequence environments.
- Sound understanding of tikanga and Te Tiriti o Waitangi principles and their application in the Ministry's operating context.

Qualifications

- A relevant tertiary qualification or trade qualification in facilities management, building services engineering, engineering or a related discipline, or equivalent depth of practical and professional experience.

Relationships - Pātahitanga

The Lead Advisor Technical Facilities is required to build and maintain the following relationships:

Within the Ministry:

- Asset Management Division leadership and staff
- Finance, Security, KIA and ECD teams
- Project Managers, governance groups and working groups
- Other MFAT staff, both onshore and offshore

Outside the Ministry:

- Ministers and government agencies
- Diplomatic missions
- Property and asset management specialists
- Professional and technical advisors
- Facilities management service providers
- Industry bodies and professional networks

Delegations - Whakatautapatanga

- 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/>