

Position Description

Position Title - Ingoa Tūrangā

Property Manager (403820, 403821, 403822, (403830 - FTC till end of June 2027))

Group - Puni

People & Operations Group (P&O)

Division - Tānga

Asset Management Division (AMD)

Reports to - Menetia

Portfolio Manager, AMD

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 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/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 asset portfolios. MFAT operates 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 Property Manager is responsible for the day-to-day oversight and coordination of property and vehicle assets within an assigned portfolio segment. The role focuses on the practical application of asset management plans, standards and decisions, ensuring that properties are maintained, issues are addressed, and works are progressed in a timely, safe and cost-effective manner.

Reporting to a Portfolio Manager, the role operates within established portfolio strategies, investment priorities, standards and delegations. The Property Manager supports effective execution by coordinating maintenance, minor works, inspections and issue resolution across posts and service providers.

The role works closely with posts, technical specialists, and delivery teams to translate plans into action, identify emerging issues early, and ensure accurate information flows back into the asset management system. Through this, the Property Manager helps reduce reactive firefighting, improve asset condition visibility, and support more deliberate, risk-based asset management across the portfolio.

Key Accountabilities - Kawenga Matua

Property Operations and Issue Management

- Manage the day-to-day coordination of property-related activities across the assigned portfolio, including lease management, acquisitions and divestments (as assigned), maintenance, inspections, remedial works and minor capital activities.
- Act as the primary point of contact for posts on routine property matters, providing guidance and support within established standards and delegations.
- Identify emerging property issues and risks, ensure they are appropriately recorded, and support timely resolution or escalation where required.
- Identify and consolidate recurring issues, trends and demand signals across the portfolio to inform forwards maintenance, renewal and investment planning.
- Strengthen consistency and discipline in maintenance budget management across posts by improving visibility of planned and actual spend, supporting prioritisation decisions, and feeding insights back into portfolio-level planning and performance reporting.
- Support whole-of-life cost management by identifying cost pressures, efficiencies and financial risks associated with asset operation and maintenance.

Maintenance and Minor Works Coordination

- Coordinate planned and reactive maintenance activities in line with asset management plans, inspection findings and prioritisation guidance.
- Support the scoping, coordination and delivery of minor works and low-complexity upgrades within approved delegations.
- Ensure works are appropriately documented, sequenced and completed to required standards, escalating issues that fall outside scope or tolerance.
- Contribute to optimisation of maintenance and intervention approaches by identifying patterns in works, recurring failures and opportunities to reduce whole-of-life cost

Information, Reporting and Asset Records

- Ensure property and vehicle information, condition data and work outcomes are accurately recorded in asset information systems.
- Act as primary owner of asset data quality at an operational level, ensuring completeness, consistency and reliability of asset information to support portfolio decision making.
- Support the quality and completeness of asset data by working with posts and delivery partners to improve reporting discipline and consistency.
- Provide timely input and updates to support portfolio-level reporting, planning and performance monitoring.

Collaboration and Interface Management

- Work closely with the Portfolio Manager to support effective execution of portfolio plans and priorities.
- Coordinate with technical specialists and compliance functions where specialist input or assurance is required.
- Work alongside delivery and programme teams to support smooth progression of works and clear hand-offs between planning, execution and delivery.
- Support transition of issues and works into capital delivery by ensuring scope, condition information and risks are clearly defined and communicated.
- Support posts to understand requirements, processes and expectations, reducing reliance on ad-hoc escalation.

Risk Awareness and Escalation

- Monitor property-level risks and issues and escalate matters that exceed delegated authority, standards or risk tolerances.
- Support early identification of safety, compliance or operational risks through inspections, reporting and engagement with posts.
- Contribute to a culture of proactive issue identification and timely escalation, rather than reactive crisis response.

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 Property Manager will have the following qualifications, skills and experience:

Qualifications:

- A relevant tertiary qualification in property, facilities management, building, asset management or a related discipline, or equivalent practical experience.

Experience:

- Experience in property, facilities or asset management roles, ideally within asset-intensive or public-sector environments.
- Experience coordinating maintenance, inspections and minor works across multiple properties or locations.
- Experience working with posts, service providers or contractors to resolve property issues in complex or constrained environments.
- Experience operating within defined standards, delegations and governance frameworks.

Skills and knowledge:

- Practical understanding of property and facilities management, including maintenance, inspections and basic building systems.
- Ability to apply asset management plans, standards and guidance in day-to-day decision-making.
- Strong coordination and organisational skills, with the ability to manage multiple issues and priorities concurrently.
- Ability to identify when issues fall outside routine tolerance and require escalation or specialist input.
- Clear and practical communication skills, particularly when working with non-technical stakeholders at post.
- Strong attention to detail and commitment to maintaining accurate records and asset information.
- Ability to work collaboratively across technical, planning and delivery functions.
- Sound understanding of tikanga and Te Tiriti o Waitangi principles, and the ability to apply these appropriately within the Ministry's operating context.

Relationships - Pātahitanga

As Property Manager you are required to build and maintain the following relationships:

Within the Ministry:

- Asset Management Division leadership and staff
- Finance, Security, KIA and PDS 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 advisors and service providers
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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 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**

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