

# Facilities Support Officer



## Come work with us!

We do everything from roads to water, reserves to resource management, community housing to town planning, cultural facilities to an aquatic centre... and so much more! With our wide-ranging responsibilities and supportive team environment there's plenty of opportunity for you to grow and develop.

Yes, life in local government can be challenging, but it's also rewarding. At Waitaki District Council we're small enough to take the time to listen, to be real and to make a difference.

And what's not to love about a place where you can be in the ocean or heading into the mountains within half an hour? Where weekends can be spent biking, hiking, skiing, boating, or simply relaxing in some of the most spectacular hospitality and scenery in Aotearoa.



**Waitaki**

DISTRICT COUNCIL  
TE KAUNIHERA Ā ROHE O WAITAKI

# Facilities Support Officer

## POSITION DESCRIPTION

### Your place in Waitaki District Council

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Facilities Support Officer reporting to the Facilities Lead

### Purpose & outcome of this role

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Support the Facilities Lead by coordinating planned and reactive work, managing customer requests, and making autonomous decisions to ensure efficient and smooth facility service delivery for the Council and community.

### About the Support services Directorate

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We provide the resources and support services to all areas of our organisation through a strong internal customer focus and 'business partnering' approach.

This Directorate is made up of several teams including Facility Management, Finance Services, Digital Services, People & Capability, Governance Services and Project Management Services.

### You are part of the Officer cohort

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**Officers are confident delivering routine work within a well-defined area of work.**

You use your understanding of our organisation, community, customers and partners to inform your thinking and advice.

With a growing depth of knowledge, you lead some pieces of work, being sure to follow established processes and approaches that keep the organisation safe.

You enhance team and organisational performance by being customer-centred, engaging well with others, working at pace, bringing fresh ideas about how work is done, and taking on greater responsibility as your knowledge grows.

Collectively we deliver on the strategic framework and Long Term Plan and role model what we ask of others across Council.

## Context and responsibilities of this role

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- As a Facilities Support Officer, you play a crucial role in ensuring the effective execution of the facility management plan. You will handle the day-to-day scheduling, coordination, and communication with both internal and external stakeholders about scheduled work, ongoing projects, completed tasks, and contractor management. Your role involves triaging maintenance and repair requests, deciding whether they should be addressed internally or by contracted services.
- You will manage all planned and reactive work using a task management system, applying best practices in facility management. Additionally, you'll oversee the Council's vehicle fleet, ensuring vehicles are well-maintained, safe, and used efficiently.
- Your responsibilities also include assisting with budget preparation, procurement activities, general administration and onboarding contractors, as well as participating in health and safety and risk management audit reviews. You will support the Facilities Lead in analysing performance data and preparing reports as needed.
- You will also be involved in delivering minor projects and renewals related to building components and preventative maintenance, contributing to the smooth operation and upkeep of facilities.

**Empowering  
our people and  
place to thrive**

*Whakapuāwai  
takata,  
Whakapuāwai  
whenua*

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**Grade** 12

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**Last reviewed** 22-08-2024

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## Skills you must do well



### **Imagine the future**

Understand the strategic context for your work, the team's work, and more broadly across Council. Bring fresh ideas and solutions that help us progress towards our goals in ways that are customer-centric, and outcomes focused.

### **With others, improve our systems and processes**

Reciprocate knowledge sharing and build trust-based relationships. Interact and collaborate with others across Council in ways that helps make sustainable, people-centred improvements.

### **Develop self and others**

Actively participate in our performance management framework - meet delivery and development commitments and learn from feedback you receive. Prioritise your development and learning on the job. Support others to do the same.

### **Have a track record of delivery**

Develop plans to implement work you are responsible for to a successful conclusion. Use your judgement to prioritise work and plan and manage time effectively to meet delivery targets, regulatory, legislative and quality expectations. Deliver for your team as well as collectively for the Council.

### **Communicate well**

Communicate well in person and in writing. Ensure communication is clear, concise and consistent with internal standards. Use concrete examples and facts and figures to support a view.

### **Be agile and change capable**

Adapt to change and uncertainty with a growth mindset by viewing change as a catalyst for personal and professional growth. Learn how to mitigate risks, reprioritise, and spot the opportunities when change is on the horizon.

### **Demonstrate our values and act with integrity, transparency and trust**

Keep our values front and centre, ensure they are at the heart of everything you do. Act with integrity and use our values and behaviours to hold yourself and others to account. Speak up and challenge constructively when needed so we can make a positive difference to people we work with and the customers we serve.

### **Customer focus**

Help instil a customer-centric culture through actively gathering and integrating customer feedback related to your work. Collaborate across functions to streamline and align services with customer expectations and ensure a unified effort to consistently enhance the overall customer experience.

### **Demonstrate political acumen**

Understand how local government decision-making and operating procedures are navigated to achieve outcomes in your area of work. Use your knowledge of key stakeholders, internal operations, and decision-making processes in Council to get work signed off.

### **Self-aware, reflective and adaptable**

Develop self-awareness to improve how you interact and work with others. Strengthen personal capability over time and optimise effectiveness with different situations.

### **Resilient**

Show composure, grit, and a sense of perspective when the going gets tough; keep focus on solutions and recover and learn from setbacks.

### **Cultural perspective**

Understand and value cultural diversity, foster an inclusive and culturally sensitive work environment and help us better reflect the diverse community we serve in the Waitaki District.

### **Curious**

Show curiosity, flexibility, and openness in analysing and integrating new ideas, information, and differing perspectives.

## Relationships

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### Internal

- You work collaboratively with **others across Council** operating as a cohesive team.



## Experience and qualifications

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In addition to 'skills you must do well' the following experience and qualifications are specifically required for this position:

### Qualification

- A recognised and relevant tertiary qualification, Certificate level OR NCEA Level 3
- Full NZ Drivers Licence.

### Knowledge & Experience

- Experience coordinating and organising facility management activities (and contractors) in a multi-purpose/function and complex operating environment. Knowledge of contractor management practice.
- Understanding of legislative requirements as it pertains to Councils facilities and their management, and ability to apply these legislative requirements to maintenance plans.
- Understanding of Health and Safety requirements as it pertains to building maintenance and management.



## All of Council responsibilities

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### Health, Safety and Wellbeing

You support, promote and actively participate in positive health, safety and wellbeing practices across Council.

Your role is to model self-leadership in health, safety and wellbeing by keeping up to date with and adhering to Council policy and guidelines and contributing to a safe, healthy and resilient Council team.

### Emergency Management, Civil Defence and Business Continuity

You value the role Council has in keeping the community and Council safe in response situations.

You actively participate in associated training sessions, promptly respond to adverse events, and effectively fulfil any role-specific responsibilities and/or cover those staff directly involved in the response.