Job Description

tasman district council | Te Kaunihera o te tai o Aorere

My Position

Position:	**Facilities Officer**
Section:	Parks and Facilities
Group:	Customer & Community
Responsible to:	Team Leader - Facilities Operations
Job Purpose:	• Deliver and coordinate planned, preventative and reactive maintenance across assigned Council facilities, using risk, condition, criticality and service need to prioritise work. • Ensure Council buildings and facilities are safe, compliant, reliable and fit for purpose through effective maintenance delivery, inspections, compliance coordination and contractor oversight. • Undertake inspections, manage defects and corrective actions, and maintain operational control of building compliance and emergency-scheme requirements within the role's assigned portfolio. • Provide technical scopes, operational advice and contractor oversight for maintenance, renewals and minor works, while escalating significant risk, budget, procurement and contract matters to the Team Lead Facilities Operations. • Work closely with the Administration Officer, Planning Lead and Asset Officer so service requests, maintenance history, condition information and lifecycle needs are accurately recorded and inform forward programmes.

Our Council

Our District Vision:	Thriving resilient Tasman *Kia manawaroa te tai o Aorere*
Our Purpose:	Delivering Public Value *Kia whai hua mā te marea*

Our Values

We support our Vision and Purpose through living our values.

Auahatanga – *Innovation. I orea te tuatara, ka patu ki waho. A problem solved by continuing to find solutions.*

- We love ideas, big or small
- We delivery differently
- We learn and grow
- We give it a go
- We are brave and challenge the status quo

Manaakitanga – *Caring/ Sharing. Te tohu o te rangatira, he manaaki. The sign of a leader is how they support, protect and respect others.*

- Helpfulness and respect guide us
- Our mana encourages and lifts others up
- Care and empathy are a priority
- We are always welcoming
- We freely share knowledge

Kawenga – *Responsibility*. *Kia ū ki te pai. Stay resolute to that which is good.*

- We honour our commitments
- We act professionally with integrity
- We are honest and open
- We bring the right attitude to work
- Safety and wellbeing come first

Whanaungatanga – *Relationships.* *He aroha whakatō, he aroha puta mai. If kindness is given then kindness shall be received.*

- We connect, listen and involve
- We believe in collective success
- Our stories create shared meaning
- We embrace diversity
- We are kind and nurturing

My Group

Role of the Customer & Community Group

The Customer and Community Group's central role in ensuring that community-facing services are accessible, consistent, cost-effective, and aligned with the wellbeing of current and future residents. It provides core customer and library services, leads community development and partnership initiatives, customer support, oversees the operation and management of parks, reserves, community facilities and public amenities and transportation services in a cost-effective and efficient way.

The Group also plays a strategic role in long-term infrastructure and service planning, ensuring that customer experience, community wellbeing, and public value are at the heart of Council's decision-making and everyday operations.

We achieve this by demonstrating the principles of Te Tiriti, investing wisely in infrastructure, people, and tools and by respecting, supporting, and enabling others. Our systems, oversight and advice empowers our Council and our communities to make wise and enduring decisions.

My Key Result Areas

My Priorities	
What am I supposed to do?	How well am I supposed to do it?
Maintenance Delivery and Work Prioritisation • Coordinate and deliver planned, preventative and reactive maintenance for assigned Council buildings and facilities. • Assess maintenance requests, determine appropriate technical responses and prioritise work using safety, statutory, service and asset-risk criteria. • Develop and maintain forward maintenance schedules and ensure recurring work is programmed and visible. • Monitor open work, recurring failures, repeat call-outs and facility downtime, and take or recommend corrective action. • Participate in an agreed after-hours escalation arrangement and coordinate urgent response within approved procedures.	**Maintenance Delivery and Work Prioritisation** • Priority work is assessed and progressed within agreed response and resolution standards. • Planned and preventative maintenance increases over time and avoidable reactive work reduces. • Critical defects and urgent service failures are immediately controlled and escalated. • Facilities remain available, reliable and fit for their intended use. • Maintenance history and completion evidence are accurately recorded.
Inspections, Defects and Asset Condition • Plan and complete assigned risk-based building, facility and service inspections within the assigned portfolio. • Identify defects, assess operational risk and establish or recommend corrective actions and timeframes. • Maintain visibility of material defects and track	**Inspections, Defects and Asset Condition** • Scheduled inspections are completed and documented within the approved cycle. • No critical defects remain overdue beyond an approved risk-controlled timeframe. • Defect records clearly show priority, owner, action, due date and closure evidence. • Condition and maintenance information is

corrective actions through to verified completion. • Provide operational condition information and maintenance history to the Planning Lead and Asset Officer. • Support condition assessments and identify potential renewal, replacement or lifecycle requirements. • Update asset management systems following completion of works orders	sufficiently reliable to support lifecycle and investment planning. • Recurring issues are identified and addressed through maintenance, renewal or improvement recommendations.
Building Compliance, Safety and Emergency Readiness • Coordinate assigned Building Warrant of Fitness, specified-system, fire-safety and other building-compliance activities with competent providers and responsible Council officers. • Maintain operational oversight of compliance inspections, remedial actions and supporting evidence for assigned facilities. • Develop, maintain and test approved evacuation schemes and related building emergency procedures, including current warden information and test records. • Identify and immediately escalate material public-safety, statutory, security or continuity risks. • Work with Health & Safety and facility users to address building-related risks and operational readiness.	**Building Compliance, Safety and Emergency Readiness** • Material compliance actions are completed by the required date, with exceptions escalated early. • Compliance and emergency records are current, complete and suitable for audit. • Evacuation trials and assigned emergency exercises occur within approved schedules. • Public-safety and statutory risks are controlled promptly and reported clearly. • Accountability for each compliance requirement and remedial action is visible.
Contractor oversight • Coordinate contractors delivering approved maintenance, inspection, cleaning, security and specialist facility services. • Confirm site requirements, scope, access, safety documentation, service expectations and completion evidence before and after work. • Monitor service quality, responsiveness, defects, non-conformance, health and safety requirements and agreed performance measures. • Maintain constructive supplier relationships and address routine service issues within delegation, escalating persistent underperformance or commercial matters. • Approve completion of work for invoice verification within delegated authority and provide accurate performance information to the contract owner.	**Contractor oversight** • Contractors meet agreed safety, quality, response and documentation requirements. • Work is inspected or otherwise verified before completion is accepted. • Defects and non-conformance are documented, followed up and closed. • Persistent underperformance, disputes, variations and commercial risks are escalated to the Team Lead. • Service-provider records support effective contract review and assurance.
Minor Works, Renewals and Project Management • Develop technical scopes, estimates, operational requirements and delivery plans for assigned minor maintenance, renewal and improvement works. • Coordinate approved minor works within delegated budget, scope and authority. • Provide asset-owner and operational input into larger renewals and capital projects, including design review, access, maintainability, operating cost and service-continuity considerations. • Support commissioning, handover and the capture of new or changed assets, warranties, manuals and maintenance requirements. • Obtain quotations and engage suppliers only where permitted by Council policy, the approved procurement approach and the position's written delegation. • Validate completed work and coding information to support authorised purchase-order and invoice	**Minor Works, Renewals and Project Management** • Assigned minor works are delivered safely to agreed scope, quality, timeframe and authorised budget. • No supplier commitment, variation or expenditure occurs outside delegation or without required approval. • Operational requirements are incorporated into project design and handover. • Warranties, manuals, asset information and maintenance requirements are transferred into approved systems. • Benefits, defects and lessons are reviewed and reported where appropriate.

processing by the Administration Officer. • Escalate proposed variations, contract changes, supplier disputes and expenditure outside approved scope or delegation.	
Customer Requests, Facility Relationships and Communication • Act as the technical owner for assigned facilities requests referred through Freshservice, CRM or approved channels. • Keep customers, facility managers and internal stakeholders informed of progress, disruption, risk controls and expected completion. • Build effective relationships with users of corporate, library, community, recreation and other assigned facilities. • Investigate complaints and recurring service concerns, identify root causes and implement or recommend sustainable solutions. • Coordinate planned shutdowns, access restrictions and disruptive works to minimise service impacts.	**Customer Requests, Facility Relationships and Communication** • Customers receive timely, accurate and professional information. • Requests are resolved within agreed service standards or have an approved action plan. • Disruption is planned, communicated and managed with affected users. • Recurring issues and service failures are visible and addressed. • Feedback demonstrates a practical, responsive and customer-focused service.
Information, Reporting and Continuous Improvement • Ensure maintenance, inspection, defect, compliance, contractor and completion information is recorded in approved systems. • Provide accurate operational reporting on workload, planned and reactive maintenance, inspections, compliance, contractor performance, expenditure and risks. • Contribute to documented procedures, service standards, prioritisation rules, maintenance plans and facilities playbooks. • Use operational evidence to identify process, system, service and value-for-money improvements. • Share technical knowledge and support cross-training and continuity across the Facilities Operations team.	**Information, Reporting and Continuous Improvement** • Records are current, complete, consistently classified and suitable for audit and decision-making. • Reports are timely and provide a reliable view of performance, cost, risk and outstanding actions. • Processes and responsibilities are documented and consistently applied. • Improvement actions address recurring failure, weak controls or avoidable cost. • Knowledge is shared and single-person dependency is reduced.

My Contribution
Accountability • I take responsibility for my performance, decisions and actions and how these impact on others. • I take ownership of my wellbeing and health and safety responsibilities and seek support if I need it. • I take responsibility for ensuring the digital information, data and records created from carrying out my role are properly stored, maintained and retrievable. • I fulfil other assigned responsibilities, tasks and project work in a professional and timely manner.
Customer Focus • I focus on the needs of our customers and provide all of them with outstanding service. • I treat all people with respect, and I deliver on the commitments I make. • My actions are fair and build trust with my colleagues, customers and our community.
Relationship Building • I build and maintain genuine relationships with my colleagues, customers and our community. • I actively listen to others and are supportive, friendly and helpful. • I respect all cultures and act in ways that make others feel included and valued.
Resilience & Adaptability • I support new ways of working and are able to be flexible and calm when facing change or difficult situations. • I am digitally confident and participant in opportunities to learn how to apply digital business technology and tools to my work.

- I am a willing contributor and participant in business process improvement solutions and other initiatives that enhance our service delivery.

Motivation & Drive

- I take responsibility for my own learning and development and welcome feedback to improve my performance.
- I effectively plan, manage and prioritise my work and deliver it on time.
- I choose to bring the right attitude to work and I role model behaviours and attitudes that align with the Council's Values.

Collaboration & Inclusion

- I actively contribute to the achievement of team goals and objectives.
- I collaborate effectively with others and support my colleagues to achieve the Council's strategic goals and objectives.

Civil Defence Emergency Management

- I provide assistance and support during civil defence / emergency management activities.
- I participate in civil defence and emergency management training.

Working within te ao Māori

- I have the appropriate level of knowledge and understanding of the principles and application of Te Tiriti o Waitangi for my role.
- I have the appropriate level of knowledge of Tikanga Māori (customs and practices) and Te Reo Māori (Māori language) for my role.
- I have the appropriate level of knowledge of Council's engagement protocols with the whānau, hapū and iwi of te Tauihu for my role.
- I foster a culturally inclusive environment by actively engaging with and respecting Māori perspectives and practices in my work.

My Delegations

I have no staff or financial responsibilities. However, the Council may from time to time delegate to me specified powers and duties which I must exercise with due care and diligence.

My Competencies

My Qualifications and Experience:

- At least four years' relevant experience in facilities maintenance, building services, construction, property operations or a comparable environment.
- Practical experience coordinating planned and reactive maintenance, inspections, contractors and minor works.
- Working knowledge of building compliance, contractor health and safety, risk management and facilities emergency requirements.
- Experience developing scopes, managing delegated budgets, monitoring service providers and applying procurement and contract controls.
- Digital competence using Microsoft 365, maintenance or service-request systems, document-management systems and operational databases.
- A current full driver licence is required.
- A relevant qualification in facilities management, building, construction, property, engineering, asset management or a related discipline is desirable, or equivalent relevant experience.

My Personal Attributes:

- Practical, safety-conscious and customer focused, with sound technical judgement.
- Able to assess urgency, risk and service impact and escalate appropriately.
- Well organised and able to coordinate competing work across a geographically dispersed portfolio.
- Clear written and verbal communicator who can work effectively with contractors, facility users, technical specialists and Council staff.
- Commercially aware and disciplined in applying delegations, budgets, procurement and contract controls.
- Analytical and improvement focused, with the ability to identify recurring failure and sustainable solutions.

- Collaborative, resilient and comfortable working independently, including during urgent facility events.
- Demonstrates integrity, accountability and respect for Te Tiriti o Waitangi, Tikanga Māori and diverse communities.

My Agreement

My Name: ……

My Signature: ……

Date: ……..