



NEW ZEALAND
FOREIGN AFFAIRS & TRADE

Position Title

Senior Facilities Manager

Group

Americas and Asia Group

Division

North Asia Division

Location

Beijing

Job Code

TBC

Reports to

Administration Manager/Counsellor (Administration)

Last Review Date

July 2017

About the Ministry

The Ministry of Foreign Affairs and Trade works to make New Zealand's voice heard overseas and contributes directly to the security and well-being of all New Zealanders.

Our purpose is to create the international conditions and connections for New Zealand and New Zealanders to thrive.

Our work:

Leadership

- amplifies New Zealand's influence and standing in the world;

Prosperity

- delivers improved prosperity for New Zealand and our region;

Kaitiakitanga

- delivers solutions to global challenges, for the benefit of present and future generations;

Stability

- delivers security and resilience to our country, our people, and our region.

Our values are professionalism, leadership, respect, collaboration and innovation.

About the Post

The Post represents the New Zealand Government to the highest standards of professional excellence in diplomacy, trade negotiations, international development and consular services. This is done by building connections with the host Country and other accredited countries where required, that enables the New Zealand Government to achieve more than they could alone.

About the Position

The Facilities Manager provides key technical advice for life-cycle planning and the operational delivery of property assets for the network of posts in China. The role will work with stakeholders, other asset management staff, and external service providers to deliver effective facilities management and maintenance of the assets portfolio. The role provides specialist facilities expertise to identify maintenance requirements, monitor performance standards, resolve technical issues and manage the facility's service contracts. The Facilities Manager will also assist in the development and implementation of asset life-cycle plans, particularly providing input on technical aspects, and be the in-house subject matter expert for technical facilities management in the region.

Relationships

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

Internal (within MFAT)

- Ministry managers and staff specifically within:
 - Asset Management
 - Security
 - Procurement
 - Finance
 - Information Management
 - Regional Division
 - Regional post management

External (outside MFAT)

- 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

Key Accountabilities

The following key accountabilities of this role assist in delivering the Ministry's vision and mission.

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 for the Ministry.
- Identify, troubleshoot and rectify technical or facilities issues.
- Work with 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 management services.
- Manage all external service supplier contracts as required and ensure compliance with relevant legislation and regulations are achieved

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 facility management 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 external agencies (public and private sector) and community and stakeholder groups as required
- Maintain a strategic outlook on building infrastructure that includes an approach that envisions future needs and developments
- Manage the performance of service contractors and external service providers
- Provide solutions for the Ministry with relation to the provision of cost effective and sustainable solutions in an effort to reduce long term FM costs in the region i.e. efficiency improvements, such as solar and other alternate energy options
- Help ensure that all facility-related risk management and assurance processes and policies are in place and operational
- Help ensure regional property management and facilities management services are provided through the efficient contract management of external provider(s)
- Monitor Service Level Agreements (SLA's) with internal customers relating to property and facilities management as required, working with relevant managers, Procurement and other stakeholders to resolve issues as necessary
- Remain abreast of current trends in the property and facilities management industry
- Maintain a focus on continuous improvement to ensure cost effectiveness, improved efficiency and a consistent approach to FM across the China region.

Projects

- Manage projects as needed
- Act as a technical interface between project resources, 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 construction works, property management, compliance and facilities management
- Establish safeguards to ensure that budgets are not overspent and that delegations are observed in respect of property maintenance and management
- Monitor property management and facilities management costs in order to ensure that the Ministry is obtaining value for money

Organisational Responsibilities

- Understand the Ministry's strategic priorities and high-level outcomes framework and how this role contributes to the framework
- 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
- Contribute to regional projects and emergency response situations

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 are regularly updated and controls are regularly reviewed
- ensuring that all health and safety incidents, illnesses, injuries, near misses are immediately reported through the HR Kiosk and followed-up
- ensuring that significant hazards and risks or critical incidents are drawn to the immediate attention of your manager.

Qualifications, Skills, Knowledge and Experience

You must have the following qualifications, skills and experience:

- A tertiary qualification in a construction, engineering (mechanical and electrical) or property related discipline
- An industry technical expert with at least 5 years relevant experience in commercial and residential building facilities management ideally with overseas experience
- Successful experience leading and managing Total Cost of Ownership (TCO), risk management, Asset Lifecycle management, maintenance and replacement programmes
- Expertise in effectively working with external facilities contracts and consultants
- Experience in developing and implementing asset management plans
- Ability to think strategically with relation to commercial projects
- A sound understanding of commercial and contractual implications
- Experience with procurement
- Experience with efficiency improvements
- Strong customer-oriented focus
- Strong written and oral communication skills
- Competent in Microsoft Office suite
- Strong project management planning and organisational skills
- Possesses a 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)