

TE WHAKAATURAKA MAHI / JOB DESCRIPTION

Position Title *Te tūraka mahi* : Director Campus Services & Environment **Area** *Te Tari*: Campus Services
Reports to (title) *Ka whakaratatia e*: Deputy Executive Director Operations **SP10 placement**: Management

Primary purpose *Te take matua*

To work in partnership with the organisation using a proactive approach, supporting and coaching in line with Otago Polytechnic's strategic goals and objectives.

Responsible for:

- overseeing the operational aspects of the day-to-day running of Otago Polytechnic campuses and setting the strategic direction for future learning facilities and environment.
- maintaining business as usual through change, and collaborating with peers, colleagues, and leaders to build a culture of connectedness, knowledge sharing and collaboration, and currency while supporting and leading the Campus Services Team with a focus on availability and service excellence.
- ensuring the provision of secure, accessible, and professional learning and working environments that enhance and optimise student learning. Actively lead campus improvements to be cost-effective, sustainable and delivered within budget.

As a role model, you will provide leadership that facilitates the development of Otago Polytechnic as a high-trust, high accountability and high high-performing organisation in which people are valued for their diversity

Key responsibilities/accountabilities *Ko ngā takohaka matua / ko kā kaweka matua*

In order of importance, state the major responsibilities/accountabilities of the position and what is achieved

Key responsibilities / accountabilities <i>Ko ngā takohaka matua / ko kā kaweka matua</i>	Outcome Kā hua
Strategic Planning	<ul style="list-style-type: none"> • Review relevant policies and procedures and develop new or updated policies to ensure the effective and compliant delivery of Campus Services • Assist with the creation of a 10-year Campus infrastructure plan that aligns with future growth and sustainable goals. • Ensure that Otago Polytechnic has robust processes and tools to manage asset management that link to TEC CAMS requirements • Define project scope, goals, and deliverables to ensure alignment with Otago Polytechnic's strategic priorities • Review budget proposals and recommend subsequent budget changes where necessary to support efficient resource allocation • Engage and maintain clear communication with stakeholders on future Campus Planning
Project Management	<ul style="list-style-type: none"> • Lead the development and delivery of campus environment project plans, ensuring alignment with strategic objectives • Ensure projects are completed on time and within budget, maintaining quality standards throughout • Management of external contractors on projects as required

	<ul style="list-style-type: none"> Engage and manage stakeholder expectations, fostering clear communication and collaboration.
Operational Leadership	<ul style="list-style-type: none"> Ensure the smooth running of campus operations and facilities management in Dunedin, while providing input to assist and support Central Otago Campus operations as required. Manage Campus Services budget, ensuring expenditure meets approved targets. Support the Campus Services Team to effectively schedule, coordinate and communicate jobs with each other and customers Ensure all work is completed to a high standard and within required timeframes, maintaining quality and customer satisfaction A culture of best practice, sustainable practice, innovation and customer responsiveness is role modelled and supported Ensure room utilisation is maximised and timetabling services are delivered effectively to support teaching and learning needs Oversee the maintenance of a master key register, ensuring security compliance Report compliance and progress against planned objectives to the Formal Leader throughout the year Management plans are developed and maintained for known work hazards in conjunction with Health, Safety & Wellbeing. Follow up and resolution of customer feedback issues promptly, maintaining a high level of service and satisfaction Explore and implement continuous improvement practices to enhance efficiency and service quality Ensure functionality of Asset Management & BMS software is appropriate to support all Otago Polytechnic's needs Ensure provision for heating and BMS support through the campus Provide oversight of on-shift safety, security, and risk management practices by ensuring that all risks and issues are identified and communicated. Lead risk management for the team, ensuring hazards are identified and effective controls implemented Manage and co-ordinate preventive maintenance schedules and work relating to this, ensuring timely completion and minimal disruption to operations Management of all contractors engaged in Otago Polytechnic campus work, monitoring standards and signing off on all contractors' work In conjunction with the Health, Safety and Wellbeing Team, manage permit to work and contractor management systems. Ensure well-being, safety, and security policies and procedures are understood, followed, and implemented by all kaimahi.
Leadership	<p>Provide effective values-based leadership to, and management of, the Campus Services Team by:</p> <ul style="list-style-type: none"> Ensuring all new kaimahi receive appropriate orientation within expected timeframes Monitoring practice and reinforcing role responsibilities and practice expectations through direct observation Ensuring accurate documentation and administration processes Ensuring Campus Services Team kaimahi receive performance and development feedback and coaching to assist professional development, strengthen on-job performance and ensure training needs are identified and addressed

	<ul style="list-style-type: none"> Ensuring practice or performance issues are identified and appropriate action plans are put in place to remedy issues Ensuring arrangements are in place for the provision of individual supervision as required by professional bodies.
Observe principles and practices of Equal Employment Opportunity and Diversity	<ul style="list-style-type: none"> Fair treatment in the workplace is delivered and observed
Fulfill Safety and Wellbeing responsibilities, accountabilities and authorities as outlined in Otago Polytechnic Safety and Wellbeing Policies	<ul style="list-style-type: none"> Achievement of a healthy and safe work and learning environment New and existing hazards will be pro-actively identified and managed Incidents, accidents and occupational illnesses immediately reported Safe work methods will be adhered to including the use of Personal Protective Equipment
Fulfill our individual and collective responsibilities, accountabilities and expectations as outlined in The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021	<ul style="list-style-type: none"> Uphold the responsibilities outlined in The Education (Pastoral Care of Tertiary and International Learners) Code of Practice, contributing to a safe, supportive environment that prioritises ākonga wellbeing and success. Participate in required training to confidently apply the Code within your role. Integrate Te Tiriti o Waitangi principles and actively support equitable outcomes to create and support opportunities for ākonga voices to be heard, enabling responsive actions that meet ākonga needs and foster their achievement. Awareness to attain Otago Polytechnic as an inclusive environment for all cultures and languages.
Fulfill Information Management responsibilities, accountabilities and authorities as outlined in Otago Polytechnic Information Management Policy	<ul style="list-style-type: none"> Create, maintain and store full and accurate records of activities, transactions, and decisions carried out in the course of daily business. Records are to be disposed of only when legally authorised to do so, as per Disposal Authorities: DA424 and GDA 6 and 7 Otago Polytechnic records are not to be created or maintained in any personal or private cloud storage services (e.g. Dropbox)
Demonstrate Otago Polytechnic's values on a daily basis	<ul style="list-style-type: none"> Alignment to organisation behaviours is adhered to, ensuring consistency in approach and delivery of outcomes Our values are consistently demonstrated.
Inherent Requirements:	

Inherent requirements refer to your ability to:

- Perform the essential duties and functional requirements of the role
- Meet the productivity and quality requirements of the position
- Work effectively in the team or other type of work organisation concerned; and
- Carry out the role without undue risk to your own or others health, safety and welfare at work.

Key working relationships <i>Kā honoka mahi matua</i>	
Key working relationships <i>Kā honoka mahi matua</i>	Nature and purpose of contact <i>Te āhua me te take o te honoka</i>
Deputy Executive Director: Operations	Formal Leader. Provide strategic and operational advice (both ways). Provide assistance and seek instruction on a wide range of matters.
TKM Leadership, Finance Team	Provide strategic and operational advice (both ways). Provide assistance and seek instruction on a wide range of matters.
Campus Services Team	Provide advice, support, guidance and information as their Formal Leader. Seek feedback and input.

All Kaimahi and Ākonga	Provide support, advice and communication on a range of Campus Services-related activities.
Service providers, suppliers and contractors, external property networks, government agencies	Source information, pricing and product information as required. Engage, instruct and oversee contractors as required.
External partners, stakeholders, including but not limited to industry, community, and mana whenua	Work in partnership to understand needs and how we can meet these.

Decision-making authority *Kā rakatirataka whakatauka*

Decisions expected <i>Kā whakatauka tūmanako</i>	Recommendations expected <i>Kā taunaki tūmanako</i>
Resolution of tactical customer issues that are of a day-to-day nature	Recommendations are made for enhanced kaimahi experience and service improvement potential.
Prioritisation of workload and portfolio to bring about maximum organisational benefit	Priorities determined
Approvals in accordance with the Delegations of Authority; sign off letter of appointment and variations as required.	Decisions and Expenses are approved in line with the budget and delegation in a timely and accurate manner. These are as per Otago Polytechnic policies as amended from time to time

Position dimensions *Kā āhuataka tūraka*

List the relevant financial and staffing dimensions for which this position is accountable.

- **Sales/revenue:** Nil
- **Budget:** To be determined
- **Number of employees reporting directly:** 12

Selection Criteria – Knowledge & Skills *Whakariteka Kōwhiritaka - kā mātauraka me kā pūkeka*

Essential:

- Experience in leading property teams and related disciplines
- Strong knowledge and experience in the building/ property/facilities management industry
- Excellent communication skills and proven ability in developing relationships across Otago Polytechnic, and the ability to influence at senior levels and a diverse range of stakeholders.
- Experience managing budgets effectively

Desirable:

- Experience within the tertiary education sector

Selection Criteria – Education and Experience *Whakariteka Kōwhiritaka - kā kuraka me kā wheako*

Essential:

- Relevant tertiary qualification at Bachelor's level or equivalent experience in project management and asset management
- Project Management experience (developing projects, processes and delivery)
- Experience managing a capital works programme in a medium – large environment
- Proven ability in budget management, operational and capital.
- Experience in strategic asset and development planning within a tertiary environment
- Expertise in facilities management and setting environmental strategy within a tertiary environment
- Leadership experience in multidisciplinary teams, internal trades and external contractors

Desirable:

- Experience with building and adaptations in a corporate environment

Personal Attributes *Kā Āhuatanga Whaiaro*

- Be an effective Te Tiriti o Waitangi partner by supporting the values and tikaka of mana whenua throughout your mahi
- Facilitative and collaborative leadership style
- High level of professional and ethical conduct
- Effective time management skills
- Initiative, enthusiasm and a positive attitude
- Proven ability to work under pressure.
- Flexible, responsive and customer-oriented manner

This position description outlines the key accountabilities/responsibilities and the selection criteria against which you will be assessed as suitable for the position. As such, there will be specific job requirements that we refer to as Inherent Requirements.