



## Position Description

**Role:** Facilities Manager

**Department:** Support Services

**Date:** 15 March 2024

*This job description is designed to give an indication of the type of work and performance expected of the job holder. It does not provide an exhaustive list of duties or performance standards, and the job holder agrees to undertake any other tasks that are consistent with the position and with the provisions of quality service to Mary Potter Hospice patients and their families and whānau. In order to meet the changing needs of Mary Potter Hospice, this job description may require change from time to time.*

### Overview of the role

This role is responsible for ensuring the effective delivery and co-ordination of high quality, maintenance services across all Hospice Properties both owned and rented as well as other key assets.

The Facilities Manager will provide credible building facilities leadership and management to the Facilities Assistant, working collaboratively with Directors, other Managers and departments across the Hospice.

This role is also responsible for coordinating and managing activities of various contractors on Mary Potter Hospice premises, the annual maintenance plan and schedules, managing and maintaining the Hospice vehicle fleet, managing projects for large or complex building issues and participating in the Health, Safety and Infection Control Committee.

### Scope

**Reports to:** Director Support Services (DSS)

**Location:** Based at Newtown but will also work at all Mary Potter Hospice premises

### Key Competencies

- Demonstrated successful experience and leadership in a facilities management role
- Demonstrated effective communication skills, both written and oral
- Skilled project manager
- Demonstrated ability to relate well to others
- Ability to work autonomously and as a member of a team
- Demonstrated ability to effectively address situations as they arise and manage shifting priorities
- Demonstrated ability to remain calm under pressure
- Strong attention to detail

- We are committed to being an authentic partner under Te Tiriti o Waitangi and our people demonstrate this. We promote equitable care for all. Cultural inclusivity and diversity is important to us.

## Key Tasks

### **Hospice Property Maintenance**

- Undertake regular maintenance checks on all Hospice properties including retail outlets.
- Complete maintenance jobs as they arise or ensure a qualified tradesperson is contracted if necessary.
- Undertake regular checks of major items of plant and ensure maintenance is carried out when necessary

### **Coordinate Contractors**

- Ensure that contractors are engaged when necessary
- Ensure instructions to contractors are clear
- Provide appropriate feedback to contractor company
- Ensure all contractors comply with relevant Mary Potter Hospice Policies and Procedures

### **Develop and implement maintenance plans**

- Monitor work orders in the Electronic Facilities Management System
- Develop an Annual Maintenance Plan identifying all areas of regular preventative maintenance
- Make recommendations on major maintenance requirements
- Coordinate and if required, complete building warrant of fitness for sites that require it
- Ensure maintenance records are up to date
- Develop regular maintenance schedules for plant and other assets including the annual compliance sign offs
- Contribute to the annual budget in accordance with the Annual Maintenance Plan

### **Manage and maintain the Hospice Vehicle Fleet**

- Ensure the fleet is kept clean, serviced and maintained
- Ensure all vehicles have an up to date warrant of fitness and registration
- Coordinate repairs with vehicle users

### **Project Management**

Manage major or complex works as a project coordinating all interested parties  
Develop times lines and budgets in conjunction with DSS and others as appropriate

### **Volunteer management**

Coordinate volunteers to assist with maintenance functions for the Hospice including

- Gardening
- Cleaning and
- General maintenance

### IT and Telecommunications

- For affected building elements

**Health and Safety** *(All roles have a H&S component, some more detailed than others. The tasks here include the minimum expected of all roles.)*

- Practise within Mary Potter Hospice health and safety policies and procedures outlined in the Health and Safety Policy Manual
- Report all identified hazards, incidents (including near-misses) and accidents and carry out investigations with staff as required
- Identify, minimise and report risks
- Ensure all maintenance complies with all Health and Safety legislation
- Participate in mandatory health and safety training as required

### Outputs/Expected results/Key performance indicators

- All maintenance issues are identified in a timely manner
- Maintenance is carried out to a high standard
- Buildings and plant are in good operating condition
- Minimal disruption to daily duties from building or vehicle repairs
- Maintenance Volunteers are satisfied and carry out their duties to a good standard

### Outcomes

- Mary Potter Hospice is a safe and healthy place to work.

### Person Specification

- Experienced Maintenance or Property Management practitioner
- Competent user of MS Office suite, confident user of digital technology
- Full current driver's licence

Signed: ..... Date: .....

(Job Holder)

Signed: ..... Date: .....

(Director)

## **Job Description Appendix**

The values of the Venerable Mary Potter and the vision of Dame Cecily Saunders are deeply held by Mary Potter Hospice staff and volunteers and underpin all the work we do.



### **Our values**

- Mana/Respect
- Aroha/Compassion
- Rangatiratanga/Dignity
- Manaakitanga/Hospitality
- Kaitiakitanga/Stewardship

### **Our vision**

That people in our communities who need palliative care have access to compassionate and quality care, when and where they need it.

### **Our approach**

Taking a whole person approach, we will provide and promote high quality specialist palliative care, grief support, education and care planning services. Working alongside our health partners, we aim to make a difference in the communities we serve.

### **Mary Potter Hospice and Volunteers**

We value our volunteers highly and consider them to be an integral part of our workforce. Many of our roles supervise volunteers and all roles interact with volunteers to a greater or lesser degree.