

# Facility Operations Manager



*The Facility Operations Manager will leverage their deep technical understanding of buildings, infrastructure, and asset management to ensure effective operational planning and delivery. This role is pivotal in leading operational service delivery at our Hutt Valley locations, providing remote technical leadership to other sites, and managing small to medium low complexity projects related to asset renewals and infrastructure improvements. The role includes people leadership and management responsibilities, and participation in a 24/7 on-call support roster for business continuity, site security, and emergency response.*

<b>Reports to:</b>	Head of Property and Facilities
<b>Department:</b>	Property and Facilities
<b>Group:</b>	Business Services
<b>Employment Type:</b>	Permanent
<b>Location:</b>	Avalon
<b>Direct reports:</b>	5
<b>Budget:</b>	TBC
<b>Career Path:</b>	Corporate
<b>Job Family:</b>	People and Facilities
<b>Career Step:</b>	8
<b>Date:</b>	September 2024

## Position priorities and responsibilities

### People Leadership

- Effectively manage the facilities and Core Store teams to deliver timely services to the organisation.
- Manage the facilities team to ensure there is a breadth of knowledge and application of skills across the team and sufficient coverage of functions to ensure continuity of delivery, with a positive culture and morale.
- Manage and review the performance, development and remuneration of direct reports to ensure capability to support the future success of the organisation.
- Manage any staffing issues or disputes to ensure prompt and effective resolution.
- Encourage and support staff to identify improvement opportunities, and to use their initiative.
- Ensure business continuity and staff awareness of individual responsibilities.

## Teamwork

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- Work effectively as a member of the Property and Facilities Department to support other team members and provide coverage of functions.
- Work with other team members to ensure workloads are fairly spread and manageable across the team.
- Work with other team members on projects.
- Provide, on rostered rotation, support for after-hours business continuity, security and emergency response issues.

## Operational Service Delivery

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- Lead operational service delivery at our Hutt Valley sites at Avalon and Gracefield, ensuring efficient and effective management of all facilities and infrastructure.
- Provide remote technical leadership and support for facilities at other sites, including Wairakei and the Featherston Core Store ensuring consistent application of best practices and standards.

## Technical Expertise and Asset Management

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- Apply in-depth technical knowledge of buildings and infrastructure to operational planning, maintenance and management.
- Implement and oversee asset management practices, ensuring assets are maintained in optimal condition and aligned with organisational objectives.
- Monitor and report on asset performance and condition, recommending improvements or replacements are necessary.

## Project Management

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- Manage and execute small to medium low complexity projects related to asset renewals and infrastructure improvements, ensuring projects are completed on time, within budget and with minimal impact on building operations.
- Coordinate with stakeholders to define a project scope, objectives and deliverables.

## Responsibilities of all staff

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- Comply with all GNS Science policies and procedures.
- Contribute to making GNS Science a healthy and safe place to work by complying with the responsibilities and accountabilities outlined in the Health and Safety Management System Framework.

The responsibilities of this position will change over time to respond to changing needs. The incumbent will need the flexibility to adapt and develop as the company and its environment evolves.

## Key working relationships

### Internal:

- Property and Facilities Management staff, Health and Safety staff, Procurement staff, other GNS managers and staff.

### External:

- Preferred suppliers, vendors, contractors, other CRI Facilities Management staff.

## Person specification

### Skills, knowledge and attributes

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- Strong leadership skills with experience in managing and developing teams.
- Excellent project management abilities, including planning, execution and stakeholder management.
- Ability to handle emergency situations calmly and effectively, with a strong focus on business continuity and site security.
- Strong problems solving skills, with the ability to analyse issues and implement practical solutions.
- Customer service and relationship management skills.
- The ability to problem solve and prioritise work.
- Strong customer service and relationship management skills.
- A track record of working in a planned and coordinated approach.
- Excellent contract management skills.
- Able to manage and drive activity through time of ambiguity.
- Develops builds and maintain effective relationships with Māori, respecting obligations under Te Tiriti of Waitangi and interacting appropriately with Māori taking into consideration tikanga (customs) and kawa (protocol).

### Experience

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#### Essential:

- 5-7 years practical experience working in facilities or property management.
- Contract management experience with strong knowledge of the requirements of the Health and Safety at Work Act.
- Demonstrated ability to deliver client-side facilities management services in a complex technical facilities environment.
- Team leadership or team management experience.
- Strong financial skills.
- Demonstrable knowledge of Health and Safety legislation and delivery for safe working environments.
- Ability to develop excellent high level and working relationships with both internal and external customers and stakeholders.
- Proficient in the use of Microsoft Project, Excel and Word as well as familiarity of use with building management systems (BMS), Security Management (Gallagher Command Centre) and drawing management software.

#### Desirable:

- Construction or HVAC contracting experience will also be advantageous.
- Experience with fleet management.

### Qualifications

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#### Essential:

- Qualifications in Facilities Management, Engineering, or related trades such as electrical, HVAC etc.
- Proven experience in facilities management, with a strong background in technical building and infrastructure management.

- Experience in management small to simple projects, with a demonstrated ability to handle project scopes and budgets.

## Other requirements

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### Essential:

- Clean Full drivers licence

### Desirable:

- Forklift Licence
- First aid certificate

## Performance dimensions

At a high level, GNS Science recognises six **performance dimensions**: three relate to technical capability, one relates to leadership (if applicable) and two relate to the way we work. Below are the general expectations that are the minimum standards expected of all staff. There are also expectations that specifically relate to the career step associated with the role; you can find these on GNS Online.

## Technical capabilities

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### Scope, complexity and innovation

- Enduring commitment to maintaining and developing skills and knowledge in area of expertise.
- Both the ability and desire to apply appropriate rigour, principles and practices to deliver quality work in a cost-effective manner.
- Acts in a manner that conveys high personal and professional standards.
- Open to coaching and feedback – incorporates suggestions to find better ways of doing things (to improve own and GNS Science performance).

### Contribution to GNS Science / profession

- Establishes and maintains effective and collaborative working relationships – with colleagues and external individuals and groups.
- Both the ability and commitment to work in a culturally responsive and inclusive manner; respecting and valuing the diverse perspectives of individuals and groups.
- Takes an interest in early career colleagues, graduates and students – provides coaching and/or mentoring as appropriate. Supports initiatives to promote science careers.
- Prevents harm to self and others by carrying out duties safely and responsibly.

### Delivery of work

- The ability and commitment to deliver pieces of work and projects on time to required quality, cost and benefit parameters.
- The application of appropriate project management rigour, principles and practices to delivering quality projects in a cost-effective manner.

## Leadership

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- Leads from the front to foster a strong culture of collaboration and innovation and working effectively with other teams to achieve objectives.
- Develops and manages the performance and capability of the team through effective coaching and development initiatives.

- Sustains the capability and capacity of the team through effective planning and talent management.
- Creates an inclusive working environment that values diversity and wellbeing.

## Behavioural expectations

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### Manaakitanga – we do the right thing

Champions a positive working culture. Works and interacts with colleagues, external partners, stakeholders and customers in a way that is consistent with our values:

- We are **CONNECTED** in our purpose; with each other, with partners and stakeholders and with our communities.
- We are **INSPIRED** by our work to explore, challenge, innovate and aim higher.
- We are **EMPOWERED** to be our best – valued for our differences, encouraged to contribute and enabled to grow and develop.

### Bicultural commitment

- As a Crown Research Institute, GNS Science is committed to partnering with iwi/hapū and Māori communities and agencies to achieve their science aspirations.
- We do this in a way that is culturally appropriate (**tikanga**) and honours Māori and non-Māori worldviews (**te ao**).

These expectations are intended to support and guide the development of individual staff.