Te Tari Taiwhenua

Department of Internal Affairs



**Property Manager**

# Property Group, Organisational Capability and Services

The purpose of the Property Manager role is to manage a portfolio of DIA’s owned and/or leased properties to a professional standard so that our workplaces are fit for purpose. The Property Manager brings their specialist property sector skills to the Operations Team.

* **Reporting to**: Team Leader, Operations
* **Location:** Wellington
* **Salary range**: Corporate I

# What we do matters – our purpose

Our purpose is to serve and connect people, communities and government to build a safe, prosperous and respected nation. In other words, it’s all about helping to make New Zealand better for New Zealanders.

# How we do things around here – our principles

**We make it easy, we make it work**

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Customer centred

•

Make things even better

**We’re stronger together**

•

Work as a team

•

Value each other

**We take pride in what we do**

•

Make a positive difference

•

Strive for excellence



# Working effectively with Māori

Te Aka Taiwhenua – our Māori Strategic Framework – enables us to work effectively with Māori. Te Aka Taiwhenua is underpinned by our mātāpono – Kotahitanga, Manaakitanga, Whānaungatanga, He Tāngata.

As DIA is an agent of the Crown, Te Tiriti o Waitangi/The Treaty of Waitangi is important to everything we say or do. We recognise it as an enduring document central to New Zealand’s past, present and future. Building and maintaining meaningful relationships is important to work effectively with Māori, stakeholders and other agencies. We accept our privileged role and responsibility of holding and protecting the Treaty of Waitangi / Te Tiriti o Waitangi.

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| **What you will do to contribute** | **As a result we will see** |
| **Property Management**   * Manage complex property and facilities management issues and ensure they are responded to efficiently and resolved effectively * Ensure Property service levels reflect the needs of staff and obligations within lease buildings to maximise efficiencies for DIA * Provide high quality advice on the DIA property portfolio * Contribute to the implementation of DIA’s Property Strategy * Implement the All-of-Government property and procurement standards and expectations * Contribute to performance and reporting measures to provide an effective basis for decision-making * Implement a continuous improvement approach by reviewing methodologies, work practices and reporting * Maintain a pragmatic and solution–focused approach to dealing with problems and issues * Take on a quality assurance and peer review role to colleagues within the Property Group * Participate in on-call and call-out rotation system and provide team back up and support for facilities and residential properties. * Actively manage the contracts within the property portfolio (e.g. performance of external consultants and vendors, Service Level Agreements with Landlords or Departmental Agencies) | * DIA’s workplaces are fit for purpose * Strategic property goals are translated into achievable business and work plans for the Property Group * Appropriate consultation within DIA ensures DIA business needs are reflected in delivered property solutions * Property advice is timely, accurate and trusted * The Property Group teams’ performance and   capability lifts over time   * Contracts are actively managed to ensure outputs provide value for   money for the Department. |

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| **What you will do to contribute** | **As a result we will see** |
| **Financial Management**   * Manage project budgets for both operating and capital as required within required timeframes to ensure the efficient and effective use of financial recourses * Write requests for funding, including papers for internal governance committees * Improve the Property Group’s overall financial performance by contributing to monthly financial forecasting, annual budgeting, asset management planning * Provide oversight on invoice payments to ensure accuracy | * All financial policies and processes are followed * Financial sustainability is demonstrated with spending within budget * DIA has trust and confidence in the Property Team’s financial positions * Requests for funding clearly articulate investment rationale |
| **Relationship Management and Customer Service**   * Engage with managers regularly to establish their needs and provide integrated solutions which maximise efficiencies for the Department * Provide trusted advice and quality property services to DIA managers, staff, and other stakeholders * Communications about the property portfolio with a diverse range of internal and external stakeholders are well managed, accurate and delivered through effective and appropriate channels in a timely manner * Build relationships across government agencies and share/adopt best practice | * DIA business group stakeholders are engaged early for their input on   property management issues so solutions can be managed efficiently and effectively   * Stakeholders are informed about how DIA property portfolio activity will impact on them before it is carried out – a “no surprises” approach * Property services and solutions respond to and meet customers’ expectations * Your advice is trusted and timely * Written communications are relevant, accurate, timely and tailored to audience * There is open and robust dialogue with suppliers and contractors about the DIA’s customer driven focus |
| **What you will do to contribute** | **As a result we will see** |
| **Project Management**   * Develop scope, deliverables, resources, timeframe and cost so they are clear and easily understood before a project commences * Deliver the project, maintaining and monitoring the project plan to ensure key deliverables are met, escalating risks and issues in a timely manner * Develop and maintain appropriate project documentation | * Projects are consistent with the DIA Property Strategy * Approved projects are delivered to scope, on time, and within budget * DIA project methodology is tailored and used to support project delivery * All project documentation is well written, accurate and appropriately filed so that it can be readily accessed as required |
| **Corporate and Public Sector Accountability**   * Contribute to the development and periodical review of strategies, policies and processes * Contribute to the Property Group annual business planning processes and regular performance reporting * Contribute to public sector accountability reporting including Official Information Act requests, Parliamentary questions, Select Committee questions and hearings, four-year plan and annual reporting | * Policies that support the effective delivery of property related services are up-to-date * The Property Group has an integrated work programme that brings together capability initiatives and operational activity * The Property Group meets its accountabilities to DIA and its obligations as a Government department |
| **Risk Management**   * Apply a risk management lens to decision-making * Identify risks that may have a significant impact on DIA and ensure that these are notified to the Team Leader - Property Operations in a timely way * Contribute to the DIA’s risk management processes, particularly as they relate to DIA’s property portfolio, legislative compliance, and health and safety | * Risks are actively identified, monitored and are elevated in a timely manner to relevant stakeholders * DIA risk management processes are followed and applied |
| **Health and safety (for self)**   * Work safely and take responsibility for keeping self and colleagues free from harm * Report all incidents and hazards promptly * Know what to do in the event of an emergency * Cooperate in implementing return to work plans | * A safe and healthy workplace for all people using our sites as a place of work. * Health and safety guidelines are followed |

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| **Who you will work with to get the job done** | |  | with |  |  | lead | |
| Internal | Property Leadership team | ✓ | ✓ | ✓ | ✓ |  | ✓ |
| Property staff | ✓ | ✓ | ✓ | ✓ |  |  |
| Team Leader – Property Operations | ✓ | ✓ | ✓ | ✓ |  | ✓ |
| DIA staff, including managers | ✓ | ✓ | ✓ | ✓ |  |  |
| Shared service providers including ICT,  Finance, Procurement, Enterprise Portfolio  Management Office | ✓ | ✓ | ✓ | ✓ |  |  |
| Project sponsors and owners, particularly National Library and Archives New Zealand | ✓ | ✓ | ✓ | ✓ |  | ✓ |
| External | Government Property Group |  | ✓ |  | ✓ |  |  |
| Contractors and suppliers of facilities management services | ✓ | ✓ | ✓ | ✓ |  |  |
| Owners and managers of commercial premises leased by the Department | ✓ | ✓ | ✓ | ✓ |  |  |

Advise

Collaborate

Influence

Inform

Manage/

Deliver to

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| **Your delegations** |  |
| Human Resources and financial delegations | Level Z |
| Direct reports | No direct reports. Supervision of contractors carrying out project work will be required. |

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| **Your success profile for this role** | **What you will bring specifically** |
| At DIA, we have a Capability Framework to help guide our people towards the behaviours and skills needed to be successful. The core success profile for this role is [Specialist.](http://www.dia.govt.nz/diawebsite.nsf/Files/DIA_Profile_Specialist_v7/$file/DIA_Profile_Specialist_v7.pdf)    **Keys to Success:**   * Problem solving * Critical thinking * Interpersonal savvy * Navigating complexity * Communicating with influence * Technical and specialist learning | **Experience:**   * Proven experience in government and/or commercial property management * Extensive experience in property project management and managing contracts / contractors in a Property environment * Demonstrated delivery of high quality property services of owned and leased properties * Working with asset management plans, asset renewal/condition reports * Managing risk in the property environment * Managing effective partnerships with a diverse range of stakeholders * Coaching / mentoring team members * Financial management of multiple properties |

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| **Your success profile for this role** | **What you will bring specifically** |
|  | **Knowledge:**   * Commercial property environment (for example commercial leases, asset management, building fit out, physical security and facilities management) * Project management methodologies * Working knowledge of public sector processes desirable * Understanding of New Zealand central government processes as they relate to facilities management including All of   Government procurement and contract management processes   * Understanding of health and safety at work obligations * Risk management assessment and mitigation methods * Financial management / budget control • Knowledge of quality assurance techniques and processes for managing contracts for services **Skills:** * Strong ability to plan, prioritise and reprioritise and understand interdependencies in a dynamic operational environment * Project management skills to deliver discrete Property projects * Strong interpersonal skills with the ability to adjust style to the needs of the audience and influence outcomes * Confidently use initiative when dealing with a broad range of complex and evolving information * Strong communication skills (written and oral) with the ability to communicate with credibility and convey information to a range of audiences, including tailoring information so it is fit for purpose * Strong organisational skills to be able to manage multiple demands without compromising quality or delivery * Ability to use initiative with self-awareness of when to seek input from others and escalate matters   • |
| **Your success profile for this role** | **What you will bring specifically** |
|  | **Other requirements:**   * Professional accreditation or affiliation with a professional body is desirable * Ability to travel domestically * Full clean drivers licence |