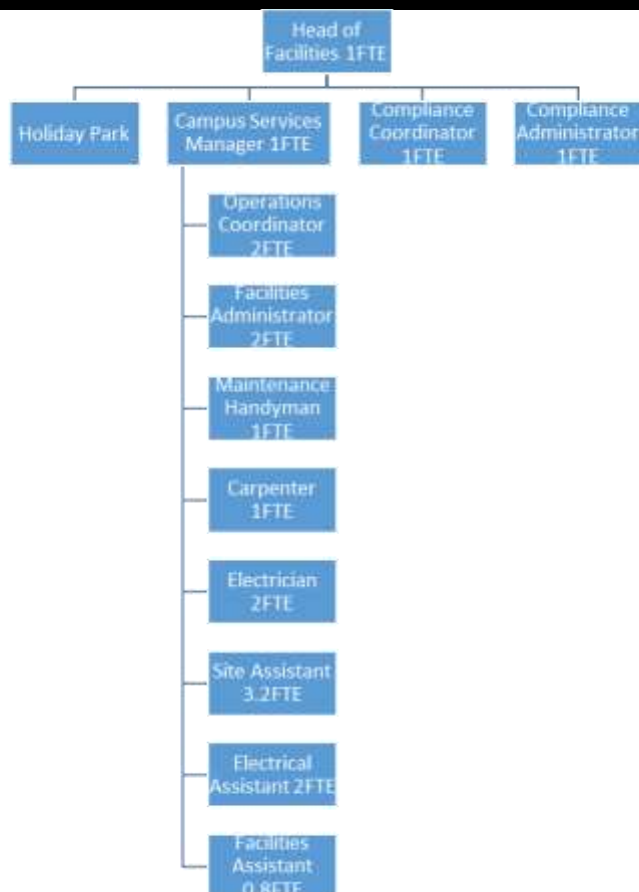


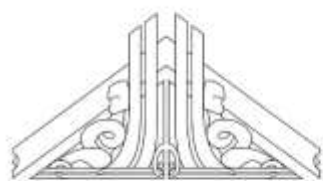
TOI-OHOMAI

Institute of Technology

JOB DESCRIPTION	
Job Title:	Operations Coordinator
Department:	Facilities
Reports To:	Campus Services Manager
Job Purpose:	<p>The Operations Coordinator is a member of the Facilities Team that is part of the Corporate Services Directorate</p> <p>The Operations Coordinator will: -</p> <ul style="list-style-type: none"> • Coordinate the operations of the Facilities site team to deliver facilities and assets which are; clean, accessible, fully operating and provide a safe environment for all users (to the standards of quality and availability required) and to provide support for users of the facilities. • Manage Statutory and Health and Safety compliance in relation to buildings, contractors and hazardous goods, energy management, environmental sustainability, standards and policy.
Date:	August 2023

Organisational Context:





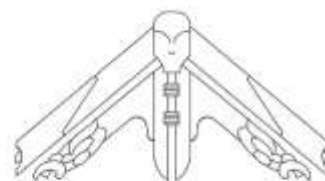
WHANAUNGATANGA



TOITUTANGA



MANAAKITANGA



KOTAHITANGA

Toi Ohomai Institute of Technology Strategic Intent 2017 – 2020

Globally education is undergoing disruptive change, driven by technology; learner expectations of employment outcomes; as well as employer & government expectations of relevance and value. Delivery models have changed more in the past 10 years than in the previous 100 years and are expected to change even more rapidly. In this context Toi Ohomai will systematically and continuously adapt to ensure that its education models and practices are relevant; that our technology, systems and processes meets future business needs; that staff capability and culture embraces change; and our physical asset base meets future learning needs, with a specific focus on improving access to education and enabling employment opportunities throughout the Bay of Plenty.

Toi Ohomai's ability to produce the best possible outcomes for our students, communities and business through seamless connectivity with our regional stakeholders, and Iwi in particular, is critical to the social, cultural, environmental and economic wellbeing of the wider Bay of Plenty region.

Toi Ohomai's Strategic Intent is to:	We will:
1. <i>have meaningful and effective partnerships</i>	<ul style="list-style-type: none"> a. Be a strategic education partner to Iwi, industry and the communities in the region. b. Recognise Iwi of the region as rights holders. c. Work collaboratively with other education providers. d. Work closely with government agencies.
2. <i>deliver tertiary education, research and technology transfer to meet the needs of the region.</i>	<ul style="list-style-type: none"> a. Ensure that we understand and meet the tertiary education needs of the region. b. Provide accessible and adaptable pathways for learners. c. Develop our discipline and research strengths to align with those of the region. d. Be active in technology transfer and applied research for industry.
3. <i>be innovative and support innovation</i>	<ul style="list-style-type: none"> a. Create an organisational culture that encourages and supports innovative practice. b. Develop activities that support new innovators and entrepreneurs in our region. c. Embrace and share new technologies and practices in education and industry. d. Build our capability and delivery of STEM subjects and courses.
4. <i>be learner-centred</i>	<ul style="list-style-type: none"> a. Offer a range of services to support student success prior to enrolment, during their study and beyond graduation. b. Tailor our educational delivery to suit the needs of the learners and to enhance their employability. c. Ensure our campuses, programmes, delivery and support mechanisms engage and support Maori and Pasifika students to achieve success. d. Create a culturally-safe environment for all learners.

5. <i>be a sustainable organisation</i>	a. Ensure that we are financially responsible and sustainable. b. Develop revenue streams appropriate to our core purpose. c. Maintain the highest standards of health and safety for our staff and students. d. Develop the capability of our staff to meet the future needs of the organisation. e. Minimise our negative environmental impact. f. Contribute to the social cohesion of our communities.
Resource Management:	
Financial Authorities:	Staff Authorities:
Budget owner: No Delegated Financial Authority as per Toi Ohomai's Delegations Policy: Yes	Number of Direct Reports: 0 Number of Indirect Reports: 6 (+/-) Responsible for contract staff, and/or coaching, training of others: No Responsible for new employee hire: No
Functional Relationships:	
INTERNAL <ul style="list-style-type: none"> Facilities team Leadership team members IT department Student Administration / Registry Health and safety Manager All Staff Committees as appropriate 	EXTERNAL <ul style="list-style-type: none"> Contractors and consultants- to source, manage and ensure delivery of contract and supply and suppliers' requirements Local Authorities- to discuss requirements in relation to building and services Public as required
Key Competencies are:	
<p>The Primary responsibility of the Operations coordinator is to provide excellent service to Toi Ohomai staff and students to ensure the facilities are run and maintained to provide a great learning and working environment for staff and students</p> <p>The delivery of all key responsibilities should align to the delivery of Toi Ohomai's Strategic Intent and values.</p> <p>The following list articulates the generic key responsibilities that the Operations Coordinator will provide. In addition to these the employee may also be required to undertake reasonable tasks and project beyond these responsibilities.</p>	
Key Competencies:	Expected Outcomes:
<i>Meaningful and effective partnerships</i> <ul style="list-style-type: none"> Connect with various areas of Toi Ohomai, maintain good relationships and ensure all necessary service is given to support the organisation Maintain meaningful relationships with consultants, contractors and local body authorities as needed. Develop and maintain positive working relationships with staff, students, visitors, contractors and the community Provide relief to team members during leave or peak workload Maintain clear and open communication lines with the Facilities manager 	<ul style="list-style-type: none"> All internal customers are satisfied with the services and products provided by the Operations team, enabling them to complete their KPIs for students Clear evidence of close ties with all external contacts Feedback from team members shows a positive team environment fostered with clear direction and performance development guidelines are met. Strong working relationship is established with Facilities Manager so he/she is able to leave day to day running of team to facilities manager Successful assessment of customer requirement is undertaken and the appropriate response is arranged or, if required, the matter is escalated to the Facilities Manager for direction.

<ul style="list-style-type: none"> ● Provide first level response to maintenance repairs with completion of minor repairs and initial scoping of major repairs; ● Report on all customer complaints regarding issues on site; ● Support the development of campus maintenance and development plans; 	<ul style="list-style-type: none"> ● Effective collaboration will exist with the Facilities Manager to assist in the development and tracking of customer surveys, benchmarks, service planning and audit requirements.
<p>Site and Operating management.</p> <ul style="list-style-type: none"> ● Prioritise and coordinate day to day activities on site to deliver a clean, accessible, fully operational and safe environment / assets for all users; ● Ensure that all timetabled facilities are equipped for their scheduled use within designated fire capacity; ● Collaborate with cleaning team and issue cleaning requests to cleaning team when required (paper copy to cleaning supervisor). Notify daytime cleaner of any arising daytime requirement. ● Coordinate and deliver support for external users; ● Supervise the nominated service and supply contracts undertaking activities relating to operations on the site; ● Collaborate with the Facilities Team and user groups to assist in the coordination of projects which are occurring on the site; ● Assist with the development of service and supply contracts for the site and the Polytechnic; ● Provide leadership as the Fleet Manager for the Polytechnic vehicle and marine fleet both on a daily basis to ensure operational quality and readiness and in developing and proposing the fleet replacement programme; ● Manage inwards goods for the site; ● Assist in development of contractor performance benchmarks; ● Assist in monitoring contractor performance on site; ● Achievement of budget targets within area of responsibility; ● Provide operational site management services for all polytechnic sites. ● Assist in development of contractor performance benchmarks; ● Achievement of budget targets within area of responsibility. ● The provision of high-quality customer service in delivery information, assistance, problem resolution and supply for staff, students and visitors to the Toi Ohomai facilities – a service that focuses on resolving problems and issues; 	<ul style="list-style-type: none"> ● Feedback evidences an efficient and effective facilities service is provided. ● Continuous communication with stakeholders regarding progress, timeframes and expected outcomes of projects ● All contracts are managed within set timelines and financial parameters. ● Value for money on all procurement and project deliverables ● Projects are delivered on time and to the required standards, communication with other interested parties is consistent and timely. ● Projects are delivered on time and to the required standards, communication with other interested parties is consistent and timely ● Processes and procedures allow customer needs to be identified, met and customer satisfaction is high ● Requirements are documented and agreed with business units/Schools/external bodies ● Facilities environment / assets provided to the standards of functionality, quality, safety and availability required. ● Each timetabled facility will present the required assets to undertake the scheduled programme (compliant to fire capacity). ● Any arising daytime cleaning requirement will be addressed promptly. ● Satisfactory support response provided to external users. ● Operations service and supply contractors are effectively supervised and effective communication is maintained between contractors, FM team and user groups. ● The vehicle and marine fleet will be functional, efficient and compliant to all related requirements. ● Inward goods will be delivered to user groups via planned distribution as indicated priority dictates. ● Effective collaboration will exist with the Facilities Manager to assist in the tracking of contractor performance, budget control and the quality of operational service delivery to all sites.

<ul style="list-style-type: none"> ● Negotiating and managing external contractors as needed ● Delivering projects to acceptable quality standards without disruption to teaching activities, students and employees. ● Developing and maintaining procedures and processes resulting in service provision consistently achieving service standards, and meeting and/or exceeding customer needs ● Document the critical functions within areas of responsibility and implement and maintain any changes in policy; ● Continuously update knowledge and skill relating to technology; ● Participates in a performance management system ● in line with polytechnic policy and undertakes any training or development activities as agreed with the Manager; ● Comply with the Toi Ohomai Health and Safety procedures, including all specialised requirements related to the role; ● Complete required Quality Assurance checks. 	<ul style="list-style-type: none"> ● Quality assurance tasks will be maintained and reports will be produced to inform level of performance and display trend analysis.
<p><i>Be innovative and support innovation</i></p> <ul style="list-style-type: none"> ● Contribute to an innovative customer-focused service team that enhances the quality of services for all stakeholders; ● Meet the needs of leadership team leaders as much as possible to support innovation and actively support new ways of doing things; ● Promote a positive environment in which employees are motivated, innovative and are contributing to continual improvement. 	<ul style="list-style-type: none"> ● Feedback demonstrates that internal stakeholders value the innovation and appropriateness of the Facilities Team outputs; ● Feedback shows that clients are happy with interactions with facilities team.
<p><i>Health and safety</i></p> <ul style="list-style-type: none"> ● Participates in the development and implementation of Health and Safety strategy, planning, training and practice. ● Ensures Health and Safety is an integral part of all work practices. ● Identifies and addresses health and safety issues in a timely manner. ● Ensures the prompt and accurate reporting, recording and investigation of all accidents and incidents, including ensuring corrective action(s) is taken. ● Ensures the identifying, recording and controlling of existing or new hazards as per the Polytechnic's hazard management procedures. 	<ul style="list-style-type: none"> ● Commitment to Health and Safety is evidenced by employee actions. ● Accidents and incidents are reported and investigated in line with Polytechnic procedures. ● Evidence shows that hazards are identified and controlled appropriately. ● Where required employees are supported in their rehabilitation back to work. ● Employees show evidence of knowledge of their health and safety responsibilities. ● Plans include consideration of health and safety matters. ● No major accidents or incidents attributable to facilities occur.

<ul style="list-style-type: none"> • Supports the safe and early return to work of injured team members by initiating rehabilitation procedures and being actively involved. • Ensures that health and safety is included in the team annual plan and is included when planning changes to the department. • Support and promote employee wellness initiatives. 	<ul style="list-style-type: none"> • There are no breaches of policies, procedures or legislative requirements. • All work areas are well maintained resulting in no accidents or incidents due to poorly maintained areas.
<p>Be a sustainable organisation</p> <ul style="list-style-type: none"> • Works with the Facilities Manager to: • Maintain close liaison with other departments during planning, budgeting and delivery of projects • Develop and maintain a Compliance Management Plan • Develop plans and deliver projects that minimise disruption to programmes of learning. • Complete Quality Assurance checks • Ensuring that planned maintenance programmes are in place for major assets • Ensure all compliance issues are planned and completed. 	<ul style="list-style-type: none"> • Short- and long-term plans are clear, up to date and available. • Maintenance programmes are planned in advance. • Plans demonstrate advice sought and collaboration with other departments. • “Seamless” delivery of projects involving different parties (including Facilities, ISS, external contractors) • Repairs and maintenance programmes are completed on time and to a high quality

Note:

The above Key Performance Indicators are provided as a guide only. You are expected in your role to undertake any and all reasonable and lawful instructions and / or delegated tasks given by your manager, or someone in a position authorised to give such instruction. The precise performance measures for this position should be discussed between the jobholder and manager as part of the performance development process.

Person Specification:	
Qualifications	
Essential:	Desirable:
<ul style="list-style-type: none"> • Clean Drivers Licence • First Aid Certificate • Approved Handlers Training in Hazardous Goods • Health and Safety Certificate level 1 • Forklift drivers’ licence • Registered with Land Transport as “Goods & Services & Passenger Licensee” 	<ul style="list-style-type: none"> • Mechanical or carpentry qualification • Site Safe Certificate • Forklift drivers’ licence
Knowledge / Experience	
Essential:	Desirable:
<ul style="list-style-type: none"> • Current, relevant experience with Health and Safety in the workplace and the requirements under legislation • Experience of vehicle fleet management • Operations experience in a tertiary environment 	<ul style="list-style-type: none"> • Line management experience

Skills and Attributes	
Essential:	Desirable:
<ul style="list-style-type: none"> • Ability to manage contractors to deliver projects on time and within budget • Ability to proactively work with other managers and their needs/priorities • Ability to estimate and control costs. • Good interpersonal skills and the ability to consistently work effectively with internal and external clients at all levels. • Understanding and commitment to Equal Employment Opportunities • A commitment to Treaty responsiveness and biculturalism. • Excellent oral and written communication skills, at an interpersonal level; • Customer service focused; • Ability to collaborate to achieve overall institutional goals; • Ability to establish and maintain positive working relationships with people at all levels; • Acts with integrity and is committed to modelling the highest standards of personal, professional and institutional behaviour; • Initiative, discretion, sound judgement and diplomacy; • Flexibility and self-motivation; • Positive proactive and energetic working style; • Good computer literacy skills; competent user of relevant MS office products. • Demonstrated accuracy and efficiency; • Excellent time management skills and ability to multi-task and work under pressure; • Able to be self-motivating and to work effectively individually and within a team; • A high level of professional and ethical conduct 	<ul style="list-style-type: none"> • A good understanding of the tertiary education sector and a record of achieving high customer service • Understanding and commitment to Equal Employment Opportunities and an awareness and understanding of the Treaty of Waitangi/Te Tiriti O Waitangi. • Experience and skill in developing and managing contracts and supervising contractors to achieve required performance.

Change to Job Description:

From time to time it may be necessary to consider changes in the job description in response to the changing nature of our work environment; including but not limited to technological requirements or statutory changes. Such change may be initiated as necessary by the manager of this position. This Job Description may be reviewed as part of the preparation for performance planning for the annual performance cycle.