

## Job Description

**Position Title** Building & Facilities Maintenance Technician **Team/School:** Operations Corporate Registry

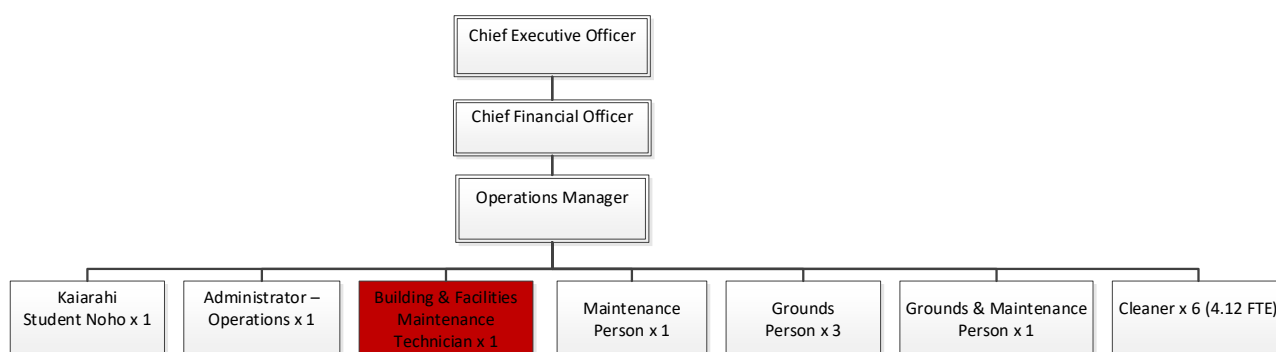
**Position Holder** **Date** May 2025

**Reports to** Operations Manager **Location** Whakatāne

**Agreed By (Please Sign)** Position Holder

Manager/Team Leader **Date**

HR Manager **Date**



### STATEMENT

#### The Wānanga:

- is firmly committed to the principle of equal opportunity for all, and recognizes the need to give practical effect to such responsibilities both as an employer and as an educational provider.
- provides a supportive, safe and healthy environment which is conducive to quality teaching, research and community service.
- is committed to providing a workplace free from harassment.

### PURPOSE OF POSITION

The purpose of this position is to undertake routine and scheduled general buildings maintenance and repairs, keep safe and secure buildings and facilities, provide operational support for Wānanga events, and undertake other activities to support the Operations Department meet its operational plan, and the Wānanga meet its strategic goals.

The Operations Team purpose is to provide well maintained equipment, facilities, and logistical support to tauira (students) and kaimahi (staff) to successfully deliver all wananga activities.

## DIMENSIONS AND AUTHORITY

**Staff** Nil

**Financial:** Nil

## RELATIONSHIPS

### **Internal:**

- Operations Manager
- Maintenance, Grounds, and Grounds and Maintenance staff - Operations
- Administrator – Operations
- Other Operations Team members
- All other staff and management

### **External:**

- Maintenance Service Providers and Contractors (Plumbers, Electricians, Builders, Heating & Ventilation Technicians etc).
- General Public/Manuhiri

## KEY RESULTS AREAS

The role of the Buildings & Facilities Maintenance Technician encompasses the following major functions or Key Result Areas:

1. Building Maintenance and Repairs
2. Buildings & Facilities Access and Security
3. General Support to Operations Department
4. Administration - Job Requests
5. Events Support/Office and Equipment Moving
6. Team and Personal Effectiveness
7. Health and Safety
8. General Requirements of all staff

Key Result Areas What am I meant to do?	How do I know I'm successful?
<b>KRA 1: Building Maintenance and Repairs</b> <ul style="list-style-type: none"><li>• Plan maintenance works approved by the manager to ensure there is minimum impact to the organisation. Where work can be undertaken by staff within the Operations Team – allocate work and supervise completion and quality of work.</li><li>• Manage minor capital works projects as directed by your manager. Where work can be undertaken by staff within the Operations Team – allocate work and supervise completion and quality of work.</li><li>• Where contractors undertake maintenance or minor capital works or related projects, manage contractor quality of work and</li></ul>	<ul style="list-style-type: none"><li>• Activities successfully planned and carried out. Completion of job (maintenance, minor capital works, and/or projects) undertaken by staff and contractors meets job specifications and meets compliance standards and requirements. Work allocated to Operations team is supervised and completed within expected timelines.</li><li>• Using Project Management systems such as PMP (Project Management Professional)/Prince2</li><li>• Projects are completed to specification requirements, on time, and within budget.</li><li>• Contractors comply requirements for entry/exit to campus sites.</li></ul>

<p>ensure completion of the job to industry required standards.</p> <ul style="list-style-type: none"> <li>• Assist Manager with forecasting upcoming Capital Project Works costs for budgeting and planning purchases.</li> <li>• Manage contractors requiring entry/exit and access to site buildings and to ensure they comply with working on site requirements, access, security, and health and safety requirements etc.</li> <li>• Carryout building maintenance and repairs, and complete allocated build work and/or projects <ul style="list-style-type: none"> <li>▪ Repair or replace damaged components such as doors, windows, floors, and walls, light fixtures, locks etc.</li> <li>▪ Carry out scheduled preventative maintenance on various building systems and equipment to reduce downtime and repair costs.</li> <li>▪ Perform routine inspections of buildings and facility systems e.g. building's interior and exterior, floors, ceilings, walls, doors, windows and roofs, and lighting, security, HVAC systems to ensure functionality and safety.</li> <li>▪ Troubleshoot as required.</li> <li>▪ Respond promptly to emergency maintenance requests and prioritise urgent repairs.</li> <li>▪ Monitor and maintain fire safety equipment (extinguishers, alarms, sprinkler systems) and emergency exits.</li> <li>▪ Assist with building inspections as required by local authority.</li> <li>▪ Monitor and maintain inventory of tools, equipment, and supplies required for repairs and maintenance tasks.</li> <li>▪ Design minor building solutions for works requests.</li> </ul> </li> <li>• Complete worksheets for Building (or other asset) maintenance undertaken and input data to the Asset Management Software (SPM).</li> <li>• Enter data and maintain secure records.</li> </ul>	<ul style="list-style-type: none"> <li>• Contractors comply with Health and Safety requirements for working on campus sites.</li> <li>• Ensure buildings and facilities are safe, efficient and meet all necessary codes and regulations including Health and Safety regulations and codes, OSH and fire safety standards.</li> <li>• Building maintenance and repair work, and allocated build projects are undertaken as scheduled and completed to required standards and expectations.</li> <li>• Quality of finished work is consistently high.</li> <li>• Cost of work completed within prior approved budget by manager.</li> <li>• Record of Building (or other asset) maintenance worksheets are completed and held secure.</li> <li>• All compliance/certification requirements are met and where required certification displayed in the correct area.</li> <li>• Building WoF has been submitted to Local Council on time and certification is displayed in the correct area.</li> <li>• Equipment, tools, and machinery are cleaned and/or serviced regularly.</li> <li>• Data entered into the Asset Management Software (SPM) is accurate and completed in timelines agreed with Manager.</li> </ul>
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<p><b>KRA 2: Buildings &amp; Facilities Access &amp; Security</b></p> <ul style="list-style-type: none"> <li>• Undertake regular and scheduled building access and security activities as allocated.</li> <li>• Coordinate with contractors regarding access and security requirements.</li> </ul>	<ul style="list-style-type: none"> <li>• Buildings and areas as designated by the Manager at the Main campus site are unlocked, and alarms deactivated each day by 8.30am.</li> <li>• Building access and security is maintained by self and contractors.</li> </ul>
<p><b>KRA 3: General Support to Operations Department</b></p> <ul style="list-style-type: none"> <li>• Provide support and assist with other general grounds, maintenance, security, cleaning, event support, equipment maintenance, and related operations activities as requested in order to support the wider functions of the Operations Team. Included but not limited to; <ul style="list-style-type: none"> <li>○ Assisting with event set-up and clean-up</li> <li>○ Assisting with office relocations including moving furniture and equipment, and resources, assembling or disassembling desks, shelves and other equipment fixtures and fittings.</li> <li>○ Other duties as request by manager.</li> </ul> </li> <li>• Undertake rostered on-call weekend and holiday coverage of facilities issues.</li> </ul>	<ul style="list-style-type: none"> <li>• Support and assistance provided as required and schedule with Manager and other Operations Team Members.</li> <li>• Job requests are completed within allocated timelines and to requirements.</li> <li>• Event set up and clean-up is completed in a timely manner and to standards specified by Manager.</li> <li>• Office relocations are undertaken as scheduled and to requirements</li> <li>• Available for on-call roster.</li> </ul>
<p><b>KRA3: Administration/Job Request</b></p> <ul style="list-style-type: none"> <li>• Job requests specific to buildings maintenance and repairs as well as other operational department job requests as allocated by Manager or Operations Administrator are actioned in a timely manner.</li> </ul>	<ul style="list-style-type: none"> <li>• Job requests completed to required standard and within timeframe agreed with Manager.</li> <li>• Completed jobs are logged accordingly.</li> <li>• Equipment or items needed to complete job requests are purchased as agreed and authorised by Manager.</li> </ul>
<p><b>KRA 4: Team and Personal Effectiveness</b></p> <ul style="list-style-type: none"> <li>• Provides surge capacity to Operations team members during leave or peak workload.</li> <li>• Continual updating of knowledge and skills relative to position.</li> </ul>	<ul style="list-style-type: none"> <li>• Team is supported as required.</li> <li>• Feedback evidence demonstrating excellent communication is fostered with the Operations team, and other staff members.</li> <li>• Professional development and training are undertaken as required.</li> <li>• Attend team meetings as required.</li> </ul>
<p><b>KRA 5. Finance and Budget</b></p> <ul style="list-style-type: none"> <li>• Raise and receipt purchase orders for maintenance, minor capital works, and project work as authorised by manager.</li> <li>• Ensure costs relating to maintenance, minor capital works, and project works stay within annual budget.</li> <li>• Assist Manager with annual maintenance budget forecasting.</li> </ul>	<ul style="list-style-type: none"> <li>• Purchase orders raised and receipted in a timely manner.</li> <li>• All costs incurred are authorised, and remain within budget. Where costs incurred may exceed budget relevant <b>prior</b> approval is to be obtained from Manager and/or CFO.</li> <li>• Information provided to assist with annual maintenance budget and forecasting.</li> </ul>

<b>KRA 6. Health and safety compliance</b> <ul style="list-style-type: none"> <li>Complies with current health and safety policies and procedures.</li> <li>Advanced knowledge of current construction and building health and safety compliance requirements.</li> </ul>	<ul style="list-style-type: none"> <li>Familiar with the Health and Safety policies and procedures of Te Whare Wānanga o Awanuiārangi and adheres to these at all times, especially in relation to personal hygiene protection, working at height and other relevant guides.</li> <li>Keep up to date with current construction and building health and safety compliance requirements.</li> </ul>
<b>7. General Requirements of all Wānanga Employees</b> <ul style="list-style-type: none"> <li>Possess a student-centric work ethic. Actively seek to provide the best possible service to our students. Promote the Wānanga as a positive and dynamic learning environment.</li> <li>Commit to providing quality education.</li> <li>Strive for high student retention and success.</li> <li>Meet your obligations under the Health and Safety at Work Act 2015 by. <ul style="list-style-type: none"> <li>Being responsible for maintaining a safe and healthy workplace</li> <li>Following health and safety rules, policies and procedures,</li> <li>Reporting accidents, injuries and unsafe equipment, practices or conditions</li> <li>Taking reasonable care to look after your own health and safety at work, your fitness for work, and the health and safety of others.</li> </ul> </li> <li>Be culturally aware.</li> <li>Participate in the Wānanga appraisal process.</li> <li>Improve and develop yourself through training and professional development opportunities.</li> <li>Undertake any other key duties as agreed with your manager.</li> </ul>	

The responsibilities and expectations outlined in this job description may after consultation vary from time to time according to the needs of the Team, and the clients of Wānanga. Instructions for any variances will be communicated by the Manager.

## Person Specification

Technical/Professional Qualification	
<b>Essential</b> <ul style="list-style-type: none"> <li>A relevant building certificate or trade qualification</li> <li>A current, unrestricted private motor vehicle licence.</li> </ul>	<b>Desirable</b> <ul style="list-style-type: none"> <li>Class 2 or above license holder.</li> </ul>
<b>Experience</b> <ul style="list-style-type: none"> <li>Relevant advanced commercial and residential building maintenance and repair work experience to industry standards.</li> <li>Relevant advanced commercial and residential building, painting and paint repair work experience to industry standards.</li> <li>Project planning experience</li> <li>Risk Management experience</li> </ul>	<ul style="list-style-type: none"> <li>Advanced experience with building equipment, tools, machinery and machinery maintenance.</li> <li>Advanced building experience both commercial and residential buildings.</li> </ul>

<ul style="list-style-type: none"> <li>• Project management experience using systems like PMP or Prince 2.</li> <li>• Ideally, will also have one or more of the following: in order to problem solve and assess initial job/work requirements. <ul style="list-style-type: none"> <li>• Relevant knowledge and understanding of basic building plumbing systems and components.</li> <li>• Relevant knowledge and basic understanding of building electrical systems and wiring.</li> <li>• Relevant knowledge and basic understanding of commercial HVAC systems.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• PMP or Prince 2 Certification</li> <li>• Intermediate to advanced understanding of building plumbing systems and components.</li> <li>• Intermediate to advanced understanding of building electrical systems and wiring.</li> <li>• Intermediate to advanced understanding of commercial HVAC systems.</li> </ul>
<b>Skills and Attributes</b>	
<p><b>Physical Requirements:</b> A good level of physical fitness is required as the role involves undertaking physical activities related to maintaining buildings, facilities and grounds including;</p> <ul style="list-style-type: none"> <li>• Able to perform manual tasks such as climbing ladders, crawling, bending, and reaching.</li> <li>• Able to lift 20 kilos.</li> <li>• Able to work in various environmental conditions, e.g. outdoor weather, non-climate-controlled spaces.</li> <li>• Able to work at height to clean and make repairs to roofs of buildings. E.g. replace tiles, clean gutters etc.</li> <li>• Able to use hand and power tools to perform repairs.</li> </ul> <p>Knowledge of Te Reo Māori and Tikanga Māori to at least a basic level and a willingness to upskill in this area beyond basic level.</p>	<p>Working at height qualification. Training will be provided in order to attain certification to work at heights.</p>
<b>Competencies</b>	<b>Looks Like</b>
<p><b>Customer Service</b> Proactively develops customer relationships by making efforts to listen to and understand the customer (both internal and external); anticipating and providing solutions to customer needs; giving high priority to tauira/customer satisfaction.</p>	<ul style="list-style-type: none"> <li>• Focuses on customer needs and meets or exceeds their requirements.</li> <li>• Clarifies customer needs.</li> <li>• Confirms satisfaction.</li> <li>• Listens and empathises.</li> <li>• Develops approaches that provide total solutions for customers.</li> </ul>
<p><b>Work Standards</b> Setting high goals or standards of performance for self and organisation; being dissatisfied with average performance; self-imposing standards of</p>	<ul style="list-style-type: none"> <li>• Sets high performance standards</li> <li>• Emphasises high standards to others</li> <li>• Shows pride when standards are met</li> </ul>

excellence rather than having standards imposed by others.	<ul style="list-style-type: none"> <li>Shows dissatisfaction with substandard performance</li> </ul>
<b>Attention to Detail</b> Accomplishing tasks through concern for all areas involved, no matter how small; showing concern for all aspects of the job; accurately checking processes and tasks; maintaining watchfulness over a period of time.	<ul style="list-style-type: none"> <li>Clarifies details of tasks</li> <li>Completes all details</li> <li>Checks outputs for accuracy and completeness</li> <li>Follows established procedures</li> <li>Maintain checklist to cover details.</li> </ul>
<b>Technical/Professional Knowledge</b> Having achieved a satisfactory level of technical skill or knowledge in position-related areas; keeping abreast of current developments and trends in area of expertise.	<ul style="list-style-type: none"> <li>Understands technical terminology and developments</li> <li>Knows how to apply a technical skill or procedure</li> <li>Knows when to apply a technical skill or procedure</li> <li>Performs complex tasks in area of expertise.</li> </ul>
<b>Teamwork/Collaboration</b> Building and participating in effective teams to accomplish organisational goals. Understanding the importance of collaboration and shared values in creating a high-performance environment. Understanding teams are to drive for better results and enhanced performance; teamwork is as important as teams.	<ul style="list-style-type: none"> <li>Contributes to team development, shares ideas and achievement of results</li> <li>Clarifies roles and responsibilities, and priorities</li> <li>Looks to help others</li> <li>Supports team decisions and shares accountability within the team</li> <li>Works co-operatively and exchanges information freely.</li> </ul>

## TE WHARE WĀNANGA O AWANUIĀRANGI - VISION, MISSION AND VALUES;

### VISION

*Rukuhia te Mātauranga ki tōna hōhonutanga me tona whānuitanga. Whakakiia ngā kete a ngā uri o Awanuiārangi me te iwi Māori whānui ki ngā taonga tuku iho, ki te hōhonutanga me te whānuitanga o te mātauranga kia tū tangata ai rātou i ngā rā e tū mai nei.*

Pursue knowledge to the greatest depths and its broadest horizons. To empower the descendants of Awanuiārangi and all Māori to claim and develop their cultural heritage and to broaden and enhance their knowledge base so as to be able to face with confidence and dignity the challenges of the future.

### MISSION

*Ū tonu mātou ki te whai ki te rapu i te hōhonutanga o te mātauranga kākanorua o Aotearoa, kia taea ai te kī, ko wai anō tātou, me te mōhio ko wai tātou, kia mōhio ai nō hea tātou, me pēhea hoki tātou e anga whakamua.*

*Parau ana tēnei ara whaingā, hei whakapūmau anō i te tino rangatiratanga, hei taketake ai te ihomatua Māori me ōna tikanga kia ōrite ai te matū ki ngā mātauranga kē.*

*Koia rā ka tū pākari ai, tū kotahi ai hoki me ngā iwi o te ao tūroa. Koia nei te ia o te moemoeā me ngā tūmanako o Te Whare Wānanga o Awanuiārangi.*

***Haere mai... Me haere tahi tāua.***

We commit ourselves to explore and define the depths of knowledge in Aotearoa, to enable us to re-enrich ourselves, to know who we are, to know where we came from and to claim our place in the future.

We take this journey of discovery, of reclamation of sovereignty, establishing the equality of Māori intellectual tradition alongside the knowledge base of others.

*Thus, we can stand proudly together with all people of the world.* This is in part the dream and vision of Te Whare Wānanga o Awanuiārangi.

### VALUES

**Manaakitanga:** To respect and care for students, our manuhiri, our communities and each other.

**Whanaungatanga:** To value all relationships and the kinship connections with our students, our communities and each other.

**Kaitiakitanga:** To ensure the ongoing sustainability of our organization and to protect and support the unique obligations we have to Ngāti Awa, Mataatua and wider whanau, hapu and marae.

**Pūmautanga:** To commit to excellence and continuous improvement in everything we do.

**Tumu whakaara:** To inspire and ethically lead through example and outstanding practice.



## **BACKGROUND**

Te Whare Wānanga o Awanuiārangi is a vibrant and exciting tertiary education institution providing a dynamic learning environment where students can discover their own potential for educational success.

Our programmes are designed to ensure academic excellence – we are benchmarking our programmes against those of other institutions and lifting the bar on standards. As we lift our research capacity, ongoing programme re-development will be informed by best practice.

As a Wānanga, Te Whare Wānanga o Awanuiārangi is charged with delivering tertiary programmes grounded in Kaupapa Māori and Āhuetanga Māori. This means that Māori knowledge and practices are central components to the academic programmes, teaching delivery and student experiences.

Tikanga Māori and Te Reo Māori are central to the way in which we operate and is reflected across Te Whare Wānanga o Awanuiārangi in our programmes and practices. While some of our programmes have a high level of Māori language emphasis, others are designed to support new and emerging language learners.

Te Whare Wānanga o Awanuiārangi further provides programmes that are portable and transferable both nationally and internationally. Therefore, it is important that we explore and integrate the World view of both Māori and other indigenous peoples and engage in and critique the world views of others.

Transformative approaches to educational achievement are a cornerstone of our broad and unique programme offerings, as we focus on providing an education that will encourage and support community development and growth, enable educational portability for our students both within Te Whare Wānanga o Awanuiārangi and the wider tertiary sector.

Operations are based at four locations – Whakatāne, Tāmaki Makaurau (*Auckland*) Wairoa, and Whangarei. We also deliver on marae across the Te Ika a Maui (*North Island*).

### **Corporate Registry - Operations Team**

The Operations Team purpose is to provide well maintained equipment, facilities, and logistical support to tauira (students) and kaimahi (staff) to successfully deliver all wananga activities.